

Project Design Phase-II
Solution Requirements (Functional & Non-functional)

Date	1 NOVEMBER 2025
Team ID	NM2025TMID00443
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Ticket Creation	User can submit a support ticket with category, description, and priority.
FR-2	Ticket Categorization	System automatically classifies tickets based on keywords, urgency, or type of issue.
FR-3	Rule-Based Assignment	System applies assignment rules to identify the most suitable agent based on skills and workload.
FR-4	Automatic Assignment	The system automatically assigns tickets to available agents without manual intervention.
FR-5	Notification	Assigned agents receive real-time notifications about new tickets.
FR-6	Ticket Tracking	Users and managers can track ticket status, assigned agent, and resolution progress.
FR-7	Ticket Closure	Agents can mark tickets as resolved, and users receive closure confirmation.
FR-8	Performance Analytics	System tracks average resolution time, workload distribution, and SLA compliance.

Non-functional Requirements:

Following are the non-functional requirements of the proposed solution.

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The interface should be intuitive for users and support agents, ensuring easy ticket creation and management.
NFR-2	Security	Only authorized users and agents can access or modify ticket information.
NFR-3	Reliability	The system must always ensure accurate and timely assignment of tickets.
NFR-4	Performance	Ticket assignment and notifications should occur within seconds of ticket creation.
NFR-5	Availability	The system should operate continuously with minimal downtime, supporting global users.
NFR-6	Scalability	The solution should handle increasing numbers of users, agents, and tickets without performance degradation.
NFR-7	Maintainability	The system should allow easy updates to assignment rules, workflows, and automation logic.
NFR-8	Transparency	Activity logs and reports should be available for

		auditing and performance analysis.
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