

SOLUTION REQUIREMENT:

Date	07 NOV 2025
Team id	NM2025TMID09101
Project name	Streamlining ticket assignment for efficient support operations

Functional requirements:

Following are the functional requirements of the proposed solution

FR NO.	Functional requirements(milestones)	Sub requirements (sub milestones)
FR-1	USERS	Create Users add users (sharmi and pondivya)
FR-2	GROUPS	Create Groups create groups (certificates and platform group)
FR-3	ROLES	Create Roles create Roles (certification role and platform role)
FR-4	TABLE	Create Table create table (operations related) and fill the data
FR-5	ASSIGN ROLES&USER GROUPS	<ul style="list-style-type: none">❖ Assign roles & users to Certificate group❖ Assign roles & users to platform group
FR-6	ASSIGN ROLE TO TABLE	Assign role to table add group members and roles
FR-7	CREATE ACL	Create ACL insert new roles in read and write
FR-8	FLOW	<ul style="list-style-type: none">❖ Create a Flow to Assign operation & Ticket group❖ Create a Flow to Assign operation & Ticket to platform group
FR-9	CONCLUSION	Streamlining Ticket Assignment in service now improves support efficiency.

Non-functional Requirements:

Following are the non-functional Requirements of proposed solution

FR NO.	NON-FUNCTIONAL REQUIREMENTS	DESCRIPTION
NFR- 1	USABILITY	Makes support operations faster by sending each issue to the right team quickly. It helps reduce mistakes by matching tickets with the right experts.
NFR- 2	SECURITY	Helps keep support data secure by limiting who can see and handle each ticket. This protects customer privacy and builds trust in the support process.
NFR- 3	RELIABILITY	Ensures tickets are consistently directed to the right teams, reducing errors and delays. This reliability helps support teams solve issues faster and more effectively
NFR- 4	PERFORMANCE	Improves performance by speeding up how quickly issues reach the right team. This leads to faster problem resolution and better overall support efficiency.
NFR- 5	AVAILABILITY	Streamlining ticket assignment ensures support teams are always ready to handle incoming issues without delay. This improves availability and helps customers get help whenever they need it.
NFR- 6	SCALABILITY	Allows the support system to handle more requests as the company grows. This makes it easy to add new teams and manage higher ticket volumes without slowing down.

