

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

Date	30 June 2025
Team ID	LTVIP2025TMID30150
Project Name	Streamlining Ticket Assignment for Efficient Project Management
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 Submission	Registration through Form Registration through Gmail Registration through LinkedIn
FR-2	Rule-Based Assignment	Tickets are auto-assigned based on pre-defined rules
FR-3	Workload Monitoring	Display team/agent workload using real-time dashboard metrics
FR-4	Automated Pollen Classification	Classify uploaded pollen images using deep learning models Display predicted pollen type along with confidence score
FR-5	Predictive Assignment (Optional)	Predictive Assignment (Optional)
FR-6	Reporting & Analytics	Generate reports for assignment trends, SLA performance, and team workload Reporting & Analytics.

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The ServiceNow interface should be intuitive, responsive, and accessible to all user roles
NFR-2	Security	User data (including uploaded images) must be securely stored and transmitted using HTTPS. Authentication and authorization controls should be in place.
NFR-3	Reliability	System should handle high volume of tickets and recover from failure
NFR-4	Performance	System should handle high volume of tickets and recover from failure
NFR-5	Availability	Solution should maintain >99% uptime during business hours
NFR-6	Scalability	Should support growing user base and ticket volume without performance issues.