**Project Design Phase-II**

**Solution Requirements (Functional & Non-functional)**

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| --- | --- |
| 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.

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| --- | --- | --- |
| **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 | RGenerate reports for assignment trends, SLA performance, and team workloadeporting & Analytics. |

**Non-functional Requirements:**

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

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| --- | --- | --- |
| **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 failures gracefully | |
| NFR-4 | **Performance** | |  | | --- | |  |  |  | | --- | | System should handle high volume of tickets and recover from failures gracefully | |
| 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. |