

Project Design Phase – II

Solution Requirements (Functional & Non-functional)

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Team ID: NM2025TMID09193

Project Name: Streamlining Ticket Assignment for Efficient Support Operations

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 or customer can raise a new support ticket through the ServiceNow portal or email.
FR-2	Ticket Categorization	System automatically categorizes tickets based on issue type, department, or priority.
FR-3	Automated Assignment	Tickets are automatically routed to the right agent/team based on skill, workload, and priority.
FR-4	Notification System	Assigned agents and managers receive real-time notifications for new or pending tickets.
FR-5	Ticket Escalation	If a ticket remains unresolved beyond SLA, the system escalates it automatically.
FR-6	Performance Dashboard	Managers can view ticket metrics such as assignment time, resolution rate, and team workload.

Non-Functional Requirements:

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

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The interface should be simple, intuitive, and easy for agents and managers to navigate.
NFR-2	Security	Only authorized users should have access to ticket data and assignment configurations.
NFR-3	Reliability	The system must always ensure accurate ticket routing and avoid duplicate assignments.

NFR No.	Non-Functional Requirement	Description
NFR-4	Performance	Ticket routing and categorization should occur instantly without any noticeable delay.
NFR-5	Availability	The system should remain operational 24/7 to support continuous customer service operations.
NFR-6	Scalability	The solution should handle increasing ticket volumes and additional departments without affecting speed or accuracy.
NFR-7	Maintainability	Configuration updates (like new rules or departments) should be easily manageable without code changes.

Summary:

The solution requirements define both the **core functionalities** and **performance expectations** of the automated ticket assignment system.

By integrating rule-based and intelligent routing mechanisms, this project ensures **faster resolution times, efficient workload balance, and improved service quality**, laying the groundwork for a more scalable and responsive IT support process.