

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

Date	24 June 2025
Team ID	LTVIP2025TMID30202
Project Name	Field Service Workorder Optimization
Maximum Marks	

Functional Requirements:

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Work Order Creation	Create service request with location, service type, and preferred time
FR-2	Technician Assignment	Auto-assign technician based on location, skills, availability
FR-3	Admin Dashboard	View all active/completed work orders, technician status
FR-4	Technician Portal	Technician views, accepts, and updates job status
FR-5	Customer Notification	Send job confirmation and technician details via SMS/Email
FR-6	Analytics and Reports	View technician performance, response times, and service success rates
FR-7	Conflict Avoidance Logic	Prevent double booking or technician overload via validation rules

Non-Functional Requirements (NFR):

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	Intuitive UI for customers, dispatchers, and technicians
NFR-2	Security	Role-based access control, secure login for all users
NFR-3	Reliability	Consistent and error-free work order creation and notifications
NFR-4	Performance	System should handle multiple work orders in parallel without delay

NFR No.	Non-Functional Requirement	Description
NFR-5	Availability	Ensure near-100% uptime with cloud infrastructure (e.g., Salesforce Cloud)
NFR-6	Scalability	Easily support expansion to new cities or service categories