

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

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|---------------|---|
| Date          | 27 January 2026   |
| Team ID       | LTVIP2026TMIDS36015   |
| Project Name  | Streamlining Ticket Assignment for Efficient Support Operations |
| Maximum Marks | 4 Marks   |

**Functional Requirements:**

| FR No. | Functional Requirement (Epic)        | Sub Requirement (Story / Sub-Task)   |
|--------|--------------------------------------|--|
| FR-1   | <b>Ticket Submission</b>             | End-users can create a new ticket from the "Operations related" module.<br>The ticket form must display a choice list for the 'Issue' field.         |
| FR-2   | <b>System Automation Trigger</b>     | The system must automatically trigger a process when a new "Operations related" ticket is created or updated.  |
| FR-3   | <b>Routing Logic (Certificates)</b>  | The system checks if the 'Issue' field is 'Regarding Certificates'.  |
| FR-4   | <b>Routing Action (Certificates)</b> | If the 'Issue' is 'Regarding Certificates', the system must automatically populate the 'Assigned to group' field with the "Certificates" group.      |
| FR-5   | <b>Routing Logic (Platform)</b>      | The system checks if the 'Issue' field is 'Unable to login', '404 Error', or 'Regarding user expired'.   |
| FR-6   | <b>Routing Action (Platform)</b>     | If the 'Issue' matches any of the Platform criteria, the system must automatically populate the 'Assigned to group' field with the "Platform" group. |

**Non-functional Requirements:**

| FR No. | Non-Functional Requirement | Description  |
|--------|----------------------------|--|
| NFR-1  | Usability                  | The 'Issue' choice list on the ticket form must be clear and easy for end-users to understand, ensuring they select the correct category.  |
| NFR-2  | Security                   | Only authorized users (e.g., members of the 'Platform' or 'Certificates' groups) can read or write to the 'Operations related' tickets, as defined by the ACLs.                    |
| NFR-3  | Reliability                | The automated routing flows must execute correctly every time a ticket is submitted or updated, ensuring no tickets are missed or misassigned.                                     |
| NFR-4  | Performance                | The automatic assignment must happen in real-time (under 2 seconds) upon ticket creation, with no noticeable lag for the end-user or support agent.                                |
| NFR-5  | Maintainability            | An administrator must be able to easily add new 'Issue' types or change group assignments by updating the Flow Designer logic, without needing to write or modify complex scripts. |
| NFR-6  | Scalability                | The solution must handle a high volume of ticket creations (e.g., during a system outage) without performance degradation or flow failures.  |