

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

Date	25June2025
Team ID	LTVIP2025TMID31104
Project Name	Field Service Work Order Optimization
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	Technician Management	Create Technician Update Technician Delete Technician
FR-2	WorkOrder Creation	Create WorkOrder Set Priority, Service Type, and Location
FR-3	Technician Assignment	Auto-assign Technician based on Skills & Location
FR-4	Email Notifications	Send email on Technician Assignment Send email when WorkOrder is Resolved
FR-5	Status Management	Update WorkOrder Status Set Completion Date
FR-6	Reporting & Dashboard	Generate Reports View Dashboard Metrics
FR-7	Data Clean-up	Batch Deletion of old Resolved WorkOrders

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	User-friendly interface for managing Technicians and WorkOrders
NFR-2	Security	Role-based access control and secure data handling
NFR-3	Reliability	Consistent and error-free automation of assignments and email alerts

NFR-4	Performance	Quick loading and execution of Apex triggers and reports
NFR-5	Availability	System should be accessible 99.9% of the time during business hours
NFR-6	Scalability	Can support increasing number of WorkOrders and Technicians without degradation