

Project Design Phase-II

Solution Requirements (Functional & Non-functional)

Date	24 June 2025
Team ID	LTVIP2025TMID20421
Project Name	Streamlining Ticket Assignment For Efficient Support Operations
Mentor Name	Dr Shaik Salma Begum
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	ServiceNow Setup	Set up Personal Developer Instance
FR-2	Update Set Management	Create and activate update set
FR-3	Table Creation	Create Operations Related table with issue choice field
FR-4	User, Group, and Role Configuration	Create users and groups Create roles Assign users and roles to appropriate groups
FR-5	Role Assignment & Access Control	Assign roles to table permissions Create ACL for secure access
FR-6	Automated Ticket Routing – Certificate Issues	Create flow to auto-assign tickets with “Regarding Certificates” issue to Certificates group
FR-7	Automated Ticket Routing – Platform Issues	Create flow to auto-assign tickets with login, 404, or user-expired issues to Platform group
FR-8	Validation and Testing	Validate flow executions and ticket assignments

Non-functional Requirements:

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

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	Forms will be user-friendly and display clear field labels and issue options.
NFR-2	Security	Only authorized users (based on roles) can access and modify records.

NFR No.	Non-Functional Requirement	Description
NFR-3	Reliability	Ticket routing logic will consistently trigger and assign tickets as expected.
NFR-4	Performance	Flow Designer logic and table loads will execute within 1–2 seconds.
NFR-5	Availability	Solution will remain available during PDI runtime without interruption.
NFR-6	Scalability	The system will support additional issue types, groups, and routing flows.