**Project Design Phase-II**

**Solution Requirements (Functional & Non-functional)**

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| --- | --- |
| 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 groupsCreate rolesAssign users and roles to appropriate groups |
| FR-5 | Role Assignment & Access Control | Assign roles to table permissionsCreate 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-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. |