

Requirement Analysis Phase

Solution Requirements

Date	15 February 2026
Team ID	LTVIP2026TMIDS89549
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	Interface should be intuitive for support staff and admins
NFR-2	Security	Only authorized users can access routing configurations
NFR-3	Reliability	System must consistently route tickets correctly
NFR-4	Performance	Routing decisions should occur within seconds

NFR-5	Availability	System should be available 24/7 for ticket intake and routing
NFR-6	Scalability	System should handle increasing ticket volume and team expansion

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Ticket Submission	Customer submits support ticket via portal or email
FR-2	Ticket Scanning	System scans ticket content using NLP or keyword detection
FR-3	Issue Categorization	System identifies issue type and urgency
FR-4	Team Mapping	System maps issue to appropriate support team based on expertise
FR-5	Automated Routing	Ticket is routed automatically to the correct team
FR-6	Notification	Assigned team receives notification of new ticket

Non-functional Requirements:

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