

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

Date	01 November 2025
Team ID	NM2025TMID02349
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	Ticket Submission	End-users can create a new ticket from the "Operations related" module. The ticket form must display a choice list for the 'Issue' field.
FR-2	System Automation Trigger	The system must automatically trigger a process when a new "Operations related" ticket is created or updated.
FR-3	Routing Logic (Certificates)	The system checks if the 'Issue' field is 'Regarding Certificates'.
FR-4	Routing Action (Certificates)	If the 'Issue' is 'Regarding Certificates', the system must automatically populate the 'Assigned to group' field with the "Certificates" group.
FR-5	Routing Logic (Platform)	The system checks if the 'Issue' field is 'Unable to login', '404 Error', or 'Regarding user expired'.
FR-6	Routing Action (Platform)	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.