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

Date	10 February 2026
Team ID	LTVIP2026TMIDS79197
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.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration & Login	Registration through Form (Email & Password) Login using Email & Password Role-based login (User / Support Agent / Admin)
FR-2	Ticket Creation	User can create a support ticket Add issue description Select category & priority Attach supporting files
FR-3	Automated Ticket Assignment	System automatically assigns ticket based on category Assignment based on workload Priority-based routing Manual reassignment by Admin
FR-4	Ticket Tracking & Management	User can view ticket status Agent can update status (Open / In Progress / Resolved / Closed) Admin can monitor all tickets Generate reports & analytics

Non-functional Requirements:

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

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The system should provide a simple and user-friendly interface for users, agents, and administrators. The dashboard must be easy to navigate.
NFR-2	Security	User authentication and role-based access control must be implemented. Data must be encrypted and securely stored.
NFR-3	Reliability	The system should ensure accurate ticket assignment and maintain data consistency without loss of information.
NFR-4	Performance	The system should assign tickets automatically within a few seconds and handle multiple ticket submissions efficiently.
NFR-5	Availability	The system should be available 24/7 with minimal downtime.
NFR-6	Scalability	The system should handle increasing numbers of users, agents, and tickets without performance degradation.