Project Design Phase-II

Solution Requirements (Functional & Non-functional)

Date	2 November 2025
Team ID	NM2025TMID03497
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	Ticket Creation	User can submit a support ticket with issue details and priority.
FR-2	Ticket Validation	System validates ticket fields such as category, urgency, and description.
FR-3	Automated Assignment	System assigns the ticket to the most suitable agent or group using predefined rules.
FR-4	Notification	Assigned agents receive automatic alerts when a new ticket is assigned.
FR-5	Ticket Tracking	Agents can update ticket status and add progress notes.
FR-6	Performance Monitoring	Managers can view reports and dashboards to monitor ticket flow and SLA compliance.

Non-functional Requirements:

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

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The interface should be user-friendly and easy for both agents and users to navigate.
NFR-2	Reliability	The ticket assignment and notification processes must work consistently without errors.
NFR-3	Performance	Tickets should be assigned instantly with minimal system delay.
NFR-4	Security	Only authorized users can create, assign, or manage support tickets.
NFR-5	Availability	The ServiceNow system should be accessible 24/7 for support operations.
NFR-6	Scalability	The system should efficiently handle increasing numbers of users and tickets as operations grow.