

Project Design Phase-II

Solution Requirements (Functional & Non-functional)

Date	2 November 2025
Team ID	NM2025TMID00329
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Functional Requirements:

Following are the **functional requirements** of the proposed *automated ticket assignment system* developed using ServiceNow.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User and Group Management	Admin can create and manage users, assign them to groups such as Platform or Certificates.
FR-2	Role Assignment	System allows administrators to assign specific roles (Platform_Role, Certificate_Role) to users and groups.
FR-3	Operations Table Creation	A new table “Operations Related” is created to store ticket information with columns like issue, description, and assigned group.
FR-4	Ticket Submission	Users can submit support tickets via a ServiceNow form with predefined issue choices (e.g., 404 error, certificate issue).
FR-5	Flow Trigger Automation	Flow Designer automatically triggers on record creation or update to assign tickets to the correct group.
FR-6	Automated Ticket Assignment	Based on issue type, the system routes the ticket to either the Platform group or Certificate group.
FR-7	Access Control and ACL Rules	Access to ticket records is restricted based on user roles to ensure data security.
FR-8	Notification and Alerts	Notifications are sent automatically to assigned users and groups when a ticket is created or updated.
FR-9	Ticket Update and Closure	Assigned users can update ticket status, add resolution details, and close tickets when completed.
FR-10	Audit Log and History Tracking	System maintains logs of ticket creation, updates, and user activities for audit and review purposes.

Non-Functional Requirements

Following are the **non-functional requirements** ensuring system quality, reliability, and performance.

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The interface should be intuitive for admins and support staff to create and manage tickets easily.
NFR-2	Security	Only authorized users can create, view, or update tickets based on assigned roles and ACLs.
NFR-3	Reliability	The system must consistently execute flows and assign tickets correctly without errors.
NFR-4	Performance	Ticket creation and assignment should occur instantly without noticeable delay.
NFR-5	Availability	The ServiceNow system should remain available 24/7 for users to log and manage tickets.
NFR-6	Scalability	The workflow should support future expansion with new teams or issue categories.
NFR-7	Auditability	All activities (ticket creation, assignment, updates) should be logged for compliance and transparency.

Summary

The **Solution Requirements** clearly define what the automated ticket routing system is expected to achieve. The functional requirements focus on the creation, assignment, and tracking of tickets through automation, while the non-functional requirements ensure that the system remains secure, reliable, and efficient under real-world use.

This structured requirement definition serves as the foundation for the design and development of an intelligent support management solution using **ServiceNow Flow Designer**.