Requirement Phase

Date	31 Oct 2025
Team ID	NM2025TMID04574
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Solution Requirements (Functional & Non-functional):

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Management	Create new user accounts Assign users to appropriate groups Assign roles to users
FR-2	Group Management	Create support groups for Platform and Certificate teams Assign users to respective groups Link groups with specific roles
FR-3	Role Management	Create roles such as Platform_Role and Certificate_Role Assign roles to groups as per their function
FR-4	Table and Form Design	Create custom table "Operations Related" Add issue types as field choices Enable module and mobile module creation
FR-5	Access Control	Create and configure ACLs for operations table Restrict read/write access to appropriate roles Use security admin to enforce permissions
FR-6	Automated Assignment	Design flows in Flow Designer to route tickets based on issue Set conditions for issues like "Regarding Certificates", "404 Error", "User Expired" Auto-assign tickets to respective support groups
FR-7	Flow Activation and Testing	Activate flows and test using demo entries Ensure correct routing and role-based access

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The UI is simple to use for support staff with minimal training.
NFR-2	Security	Roles and ACLs ensure secure data access and modification rights.
NFR-3	Reliability	The ticket routing works consistently across different ticket types.
NFR-4	Performance	Automation reduces manual overhead and increases ticket handling speed.
NFR-5	Availability	The solution is hosted on ServiceNow cloud and available 24/7.
NFR-6	Scalability	New users, groups, and issue types can be added without modifying existing logic.