

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

Date	13 November 2025
Team ID	NM2025TMID03380
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	Ticket Creation through Form Ticket Creation through Email Ticket Creation through Chatbot
FR-2	Ticket Categorization	Automatic category detection Manual category selection
FR-3	Ticket Assignment	Admin can assign ticket to support staff Auto assignment based on workload
FR-4	Assignment Check	System checks current workload before assigning
FR-5	Assignment Notification	Assigned staff receives instant notification
FR-6	Ticket Tracking	Admin and users can view status of tickets in real time

**Non-functional Requirements:**

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

FR No.	Non-Functional Requirement	Description
NFR-1	<b>Usability</b>	Interface should be simple for users and admins.
NFR-2	<b>Security</b>	Only authorized users can assign or manage tickets.
NFR-3	<b>Reliability</b>	The system must assign tickets accurately every time
NFR-4	<b>Performance</b>	Ticket assignment should happen quickly without delay
NFR-5	<b>Availability</b>	The system should be accessible for users and admins anytime
NFR-6	<b>Scalability</b>	The system should handle more tickets and users efficiently as volume grows.