

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	Usability	Interface should be simple for users and admins.
NFR-2	Security	Only authorized users can assign or manage tickets.
NFR-3	Reliability	The system must assign tickets accurately every time
NFR-4	Performance	Ticket assignment should happen quickly without delay
NFR-5	Availability	The system should be accessible for users and admins anytime
NFR-6	Scalability	The system should handle more tickets and users efficiently as volume grows.