PROJECT PLANNING PHASE

Date	
Team id	NM2025TMID00306
Project name	Streamlining ticket assignment for efficient support operations

Functional requirements	User story	No.of activities	Team members
Users	As an admin,I want to create user profiles with details like name, skills, availability, and role, So that the system can automatically assign tickets to the right support agents quickly and accurately.	1	**Akash Jill Christ. S**
Groups	As an admin,I want to create groups based on skills, departments, or ticket types,So that tickets can be quickly assigned to the right team for faster and more efficient support.	1	**Gowtham R.S**
Roles	As an admin,I want to create roles with specific permissions and responsibilities,So that users can access only the features and data they need to perform their tasks efficiently and securely.	1	**Akash. G**
Tables	As an admin,I want to create tables to store and organize data like users, groups, roles, and tickets,So that the system can easily manage and quickly access the information needed for efficient ticket assignment.	1	**Akilesh Siva. N**
Assign roles & users to groups	As an admin,I want to assign specific roles and users to appropriate groups,So that tickets can be automatically routed to the right teams and handled by qualified agents quickly and efficiently.	2	**Akash Jill Christ. S**
Assign role to table	As an admin,I want to assign specific roles to tables,So that only authorized users can view, edit, or manage the data, ensuring secure and organized ticket assignment operations.	1	**Akash. G**
Create ACL	As an admin,I want to create Access Control Lists (ACLs) that define who can access or modify different parts of the system, So that ticket assignment and support data remain secure and only authorized users can make changes	1	**Gowtham R.S**

Flow	As an admin,I want to create automated workflows that guide how tickets are assigned and processed,So that tickets move smoothly to the right agents or teams without delays, improving support efficiency.	2	**Akilesh Siva. N**