SOLUTION REQUIREMENT:

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

Functional requirements:

Following are the functional requirements of the proposed
solution

FR NO.	Functional requirements(milestones)	Sub requirements (sub milestones)
FR-1	USERS	Create Users add users (manne niranjan and Katherine pierce)
FR-2	GROUPS	Create Groups create groups (certificates and platform group)
FR-3	ROLES	Create Roles create Roles (certification role and platform role)
FR-4	TABLE	Create Table create table (operations related) and fill the data
FR-5	ASSIGN ROLES&USER GROUPS	✞ Assign roles & users to Certificate group ✞ Assign roles & users to platform group
FR-6	ASSIGN ROLE TO TABLE	Assign role to table add group members and roles
FR-7	CREATE ACL	Create ACL insert new roles in read and write
FR-8	FLOW	✞ Create a Flow to Assign operation & Ticket group ✞ Create a Flow to Assign operation & Ticket to platform group

FR-9	CONCLUSION	Streamlining Ticket Assignment in service now improves support efficiency.

Non-functional Requirements:

Following are the non-functional Requirements of proposed solution

FR NO.	NON-FUNCTIONAL REQUIREMENTS	DESCRIPTION
NFR1	USABILITY	makes support operations faster by sending each issue to the right team quickly. It helps reduce mistakes by matching tickets with the right experts.
NFR2	SECURITY	helps keep support data secure by limiting who can see and handle each ticket. This protects customer privacy and builds trust in the support process.
NFR3	RELIABILITY	ensures tickets are consistently directed to the right teams, reducing errors and delays. This reliability helps support teams solve issues faster and more effectively
NFR4	PERFORMANCE	improves performance by speeding up how quickly issues reach the right team. This leads to faster problem resolution and better overall support efficiency.
NFR5	AVAILABILITY	Streamlining ticket assignment ensures support teams are always ready to handle incoming issues without delay. This improves availability and helps customers get help whenever they need it.
NFR6	SCALABILITY	allows the support system to handle more requests as the company grows. This makes it easy to add new teams and manage higher ticket volumes without slowing down.