Requirement Phase

Date	02 sep 2025
Team ID Project	NM2025TMID12919
Name	StreamliningTicketAssignmentforEfficientSupport Operations
Maximum Marks	4 Marks

Solution Requirements (Functional & Non-functional):

Functional Requirements:

Followingarethefunctionalrequirements oftheproposedsolution.

FRNo.	FunctionalRequirement (Epic)	SubRequirement(Story/Sub-Task)
FR-1	UserManagement	Createnewuseraccounts Assignuserstoappropriategroups Assign roles to users
FR-2	GroupManagement	CreatesupportgroupsforPlatformand Certificate teams Assign users to respective groups Link groups with specific roles
FR-3	RoleManagement	CreaterolessuchasPlatform_Roleand Certificate_Role Assign roles to groups as per their function
FR-4	TableandFormDesign	Createcustomtable"OperationsRelated" Add issue types as field choices Enable module and mobile module creation
FR-5	AccessControl	CreateandconfigureACLsforoperations table Restrict read/write access to appropriate roles Use security admin to enforce permissions
FR-6	AutomatedAssignment	DesignflowsinFlowDesignertoroute tickets based on issue Set conditions for issues like "Regarding Certificates", "404 Error", "User Expired" Auto-assign tickets to respective support groups
FR-7	FlowActivationand Testing	Activateflowsandtestusingdemoentries Ensurecorrectroutingandrole-basedaccess

Non-functional Requirements:

Followingarethenon-functionalrequirements oftheproposedsolution.

FRNo.	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.