

Project Design Phase-II Solution Requirements (Functional & Nonfunctional)

Date	02 November 2025
Team ID	NM2025TMID04195
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Functional and Non-Functional Requirements

Project Title: Streamlining Ticket Assignment for Efficient Operations

Functional Requirements

S.No	Requirement Category	Description
1	Ticket Creation	Customers can create and submit new support tickets with details such as name, issue type, and description.
2	Ticket Storage	Each ticket must be stored in the database with a unique ticket ID for easy tracking.
3	Ticket Viewing	Customers and agents can view the current status .

5	Ticket Categorization	The system automatically categorizes tickets based on issue type, keywords, or department.
6	Priority Assignment	The system assigns priority levels (Low, Medium, High, Urgent) based on predefined rules.
7	Intelligent Assignment	The system automatically assigns tickets to the most suitable support agent based on skill, workload, and availability.
8	Notification System	The system sends real-time notifications to the customer and assigned agent upon ticket creation or update.
9	Workload Monitoring	A dashboard displays realtime workload distribution and pending tickets for each agent.
10	SLA Tracking	The system tracks ticket deadlines based on SLA (Service Level Agreement) and alerts team leads before violations.
11	Reporting & Analytics	The system generates reports showing ticket trends, agent performance, and SLA compliance.
12	User Roles & Access	The system supports multiple roles (Customer, Agent, Team Lead, Admin)

13	Reassignment Option	Team leads can manually reassign tickets if workload imbalance or delays occur.
14	Customer Communication	The system provides status updates and notifications via email or SMS and allows feedback after resolution.

Non-Functional Requirements

S.No	Requirement Category	Description
1	Performance	The system processes and assigns tickets within 3 seconds of submission.
2	Scalability	The system supports a large number of concurrent users and tickets without performance issues.
3	Reliability	The system ensures 99% uptime with consistent and stable operations.
4	Usability	The interface is userfriendly and easy to navigate for all user types (Customer, Agent, Lead).
5	Security	Implements secure login, encryption, and role-based access control to protect data.
6	Availability	The system remains accessible 24/7 for ticket creation and status tracking.

7	Maintainability	The architecture allows easy updates, bug fixes, and enhancements.
8	Data Integrity	Ensures consistent and accurate data throughout all modules.
9	Compatibility	Works seamlessly across devices (desktop, mobile, tablet) and all major browser
10	Backup & Recovery	Automatic data backups and quick recovery options in case of system failure.
11	Response Time	Dashboard and analytics load within 2 seconds under normal conditions.
12	Auditability	Maintains logs of all user activities and ticket actions for tracking and compliance.
13	Localization	Supports regional languages or formats if required.
14	Accessibility	Interface follows accessibility standards for differently-abled users.
15	Compliance	Adheres to data protection and IT service management standards (e.g., GDPR, ISO).