Project Design Phase-II
Solution Requirements (Functional & Non-functional)

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

Functional Requirements:

FR No.	Non-Functional Requirement	Description

NFR-1	**Usability**	Interface must be user-friendly and easy for support teams & customers to use

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Ticket Creation & Categorization	Customers can raise support tickets Tickets are categorized based on issue type, priority, and keywords automatically
FR-2	Agent Workload Tracking	System tracks the workload of each agent in real-time
FR-3	Intelligent Ticket Assignmen	Tickets are automatically assigned based on agent skill, workload, and priority Manual override option for team leads
FR-4	Ticket Prioritization System	Automatically classify tickets into High / Medium / Low priority
FR-5	Real-Time Monitoring Dashboard	Team leads get dashboards for ticket status, response time, agent performance
FR-6	Notifications & Alerts	Agents receive instant notifications for new ticket assignments Alerts for overdue or escalated tickets
FR-7	Customer Transparency	Customers can track ticket status updates (Assigned → In Progress → Resolved)
FR-8	Performance Analytics	Reports on response time, resolution time, and SLA compliance

Non-functional Requirements:

Following are the non-functional requirements of the proposed solution.

NFR-2	**Security**	Only authorized users can modify or access sensitive ticket and agent data.
NFR-3	**Reliability**	System must ensure accurate workload calculation & ticket routing.
NFR-4	**Performance**	Ticket assignment algorithm should process and assign within seconds.
NFR-5	**Availability**	System should be accessible 24/7 to support global operations.
NFR-6	**Scalability**	Must support increased number of tickets, agents, and customer users.
NFR-7	**Maintainability**	System updates should be easy without downtime.

| NFR-8 | **Transparency** | All actions should be logged for accountability & auditing. |