

Project Design Phase-II

Solution Requirements (Functional & Non-functional)

Date	2 NOVEMBER 2025
Team ID	NM2025TMID05410
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Ticket Creation	Create new tickets through ServiceNow form.
FR-2	Automatic Ticket Assignment	Assign tickets automatically based on category, role, or group.
FR-3	Role and Group Management	Create and manage user roles and groups for ticket handling.
FR-4	Ticket Tracking	Track ticket status and progress through dashboards.
FR-5	SLA Monitoring	Monitor and enforce SLA timelines for each ticket.
FR-6	Notification and Escalation	Send automatic email or chat notifications when tickets are updated or delayed.
FR-7	Reporting	Generate reports on ticket distribution, resolution time, and agent performance.

Non-Functional Requirements

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

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The dashboard and forms should be simple and intuitive for users.
NFR-2	Security	Only authorized users can create, view, or assign tickets.
NFR-3	Reliability	The system must always ensure accurate ticket routing and tracking.
NFR-4	Performance	Ticket assignment and updates should happen instantly without delay.
NFR-5	Availability	The system should be available 24/7 for continuous ticket management.
NFR-6	Scalability	The system should handle an increasing number of users and tickets efficiently.