

Project Design Phase – II

Solution Requirements (Functional & Non-functional)

Date	29 October 2025
Team ID	NM2025TMID01216
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	Users can create new support tickets by filling in details such as issue type, priority, and description.
FR-2	Ticket Categorization	The system categorizes tickets based on issue type and urgency.
FR-3	Automated Assignment	System automatically assigns tickets to agents based on skill, workload, and ticket priority.
FR-4	Agent Dashboard	Agents can view, update, and close tickets from their dashboard.
FR-5	Admin Monitoring	Admin can track all tickets, agent workloads, and reassign if required.
FR-6	Notification System	Sends real-time notifications to agents when a new ticket is assigned or updated.
FR-7	Report Generation	Admin can generate performance and workload reports.

Non-Functional Requirements:

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

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The interface should be simple and intuitive for both agents and admins.
NFR-2	Performance	The ticket assignment should happen instantly with minimal processing delay.
NFR-3	Reliability	The system must always assign tickets correctly based on defined rules.
NFR-4	Security	Only authorized users can access or modify ticket data.
NFR-5	Availability	The system should remain available 24/7 for all support operations.
NFR-6	Scalability	The solution should handle increasing numbers of tickets and users without performance degradation.
NFR-7	Maintainability	The system should allow easy updates to rules and configurations without downtime.