

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

Date	2 NOVEMBER 2025
Team ID	NM2025TMID00405
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	User can submit a support ticket with category, description, and priority.
FR-2	Ticket Categorization	System automatically classifies tickets based on keywords, urgency, or type of issue.
FR-3	Rule-Based Assignment	System applies assignment rules to identify the most suitable agent based on skills and workload.
FR-4	Automatic Assignment	The system automatically assigns tickets to available agents without manual intervention.
FR-5	Notification	Assigned agents receive real-time notifications about new tickets.
FR-6	Ticket Tracking	Users and managers can track ticket status, assigned agent, and resolution progress.
FR-7	Ticket Closure	Agents can mark tickets as resolved, and users receive closure confirmation.
FR-8	Performance Analytics	System tracks average resolution time, workload distribution, and SLA compliance.

**Non-functional Requirements:**

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

FR No.	Non-Functional Requirement	Description
NFR-1	<b>Usability</b>	The interface should be intuitive for users and support agents, ensuring easy ticket creation and management.
NFR-2	<b>Security</b>	Only authorized users and agents can access or modify ticket information.
NFR-3	<b>Reliability</b>	The system must always ensure accurate and timely assignment of tickets.
NFR-4	<b>Performance</b>	Ticket assignment and notifications should occur within seconds of ticket creation.
NFR-5	<b>Availability</b>	The system should operate continuously with minimal downtime, supporting global users.
NFR-6	<b>Scalability</b>	The solution should handle increasing numbers of users, agents, and tickets without performance degradation.
NFR-7	<b>Maintainability</b>	The system should allow easy updates to assignment rules, workflows, and automation logic.
NFR-8	<b>Transparency</b>	Activity logs and reports should be available for

		auditing and performance analysis.
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