PROJECT DESIGN PHASE-II

Solution requirements (functional & non-functional)

Date	02 NOVEMBER 2025
Team id	NM2025TMID00421
Project name	STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS
Maximum marks	4 MARKS

Functional requirements:

Following are the functional requirements of the proposed solutions

FR NO	Functional requirements	Sub requirements (story/sub-task)
FR-1	Ticket creation	Users (customers or internal staff) can create new support tickets through a web form
FR-2	Automatic ticket assignment	The system automatically assigns tickets to available support agents based on workload and expertise.
FR-3	Manual reassignment	Admin or Team Lead can manually reassign tickets to different agents.
FR-4	Priority management	System auto-prioritizes tickets based on keywords, severity, and customer impact.
FR-5	Assignment confirmation	Assigned agent receives an automated notification confirming ticket assignment.
FR-6	Rejection handling	If agent rejects, the ticket is re-routed to the next eligible agent or escalated to the supervisor.

Non-functional requirements:

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

FR NO	Non-functional requirements	Description
NFR-1	usability	The ticket management interface should be intuitive and easy to navigate for agents, team leads, and admins.
NFR-2	Security	Only authenticated and authorized users should be able to create, assign, or modify tickets. All data transfers must be encrypted.
NFR-3	Reliability	The system must ensure consistent and accurate ticket assignments, even during high workloads or concurrent operations.
NFR-4	Performance	Automatic ticket assignment and updates should occur within 2 seconds of ticket creation or change.
NFR-5	Availability	The system should be available 24/7 to support global operations with a minimum of 99.9% uptime.
NFR-6	Scalability	The solution should support an increasing number of tickets, users, and agents without affecting response time.