

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

Date	01 November 2025
Team ID	NM2025TMID08563
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	<b>Ticket Creation</b>	Users (customers or internal staff) can create new support tickets through a web form.
FR-2	<b>Automatic Ticket Assignment</b>	The system automatically assigns tickets to available support agents based on workload and expertise.
FR-3	<b>Manual Reassignment</b>	Admin or Team Lead can manually reassign tickets to different agents.
FR-4	<b>Priority Management</b>	System auto-prioritizes tickets based on keywords, severity, and customer impact.
FR-5	<b>Assignment Confirmation</b>	Assigned agent receives an automated notification confirming ticket assignment.
FR-6	<b>Rejection Handling</b>	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 solution.

FR No.	Non-Functional Requirement	Description
NFR-1	<b>Usability</b>	The ticket management interface should be intuitive and easy to navigate for agents, team leads, and admins.
NFR-2	<b>Security</b>	Only authenticated and authorized users should be able to create, assign, or modify tickets. All data transfers must be encrypted.
NFR-3	<b>Reliability</b>	The system must ensure consistent and accurate ticket assignments, even during high workloads or concurrent operations.
NFR-4	<b>Performance</b>	Automatic ticket assignment and updates should occur within 2 seconds of ticket creation or change.

NFR-5	<b>Availability</b>	The system should be available 24/7 to support global operations with a minimum of 99.9% uptime.
NFR-6	<b>Scalability</b>	The solution should support an increasing number of tickets, users, and agents without affecting response time.