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

Date	20 February 2026
Team ID	LTVIP2026TMIDS74504
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	Ticket submission through Web Portal Ticket submission through Email Auto ticket generation from Chatbot
FR-2	Ticket Categorization	Automatic categorization based on keywords Priority assignment (Low/Medium/High/Critical) Department tagging (IT, HR, Finance, etc.)
FR-3	Automated Ticket Assignment	Assign tickets to appropriate support team Assign based on workload balancing Reassign ticket if SLA is breached
FR-4	Ticket Tracking & Updates	Real-time status tracking Email/SMS notifications on status change Escalation alerts for delayed tickets
FR-5	Reporting & Analytics	Generate performance reports SLA compliance monitoring Dashboard for ticket statistics

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	System should have a simple and user-friendly interface for employees and support staff.
NFR-2	**Security**	Role-based access control, data encryption, and secure authentication mechanisms.
NFR-3	**Reliability**	System should ensure 99% uptime and accurate ticket routing without failures.
NFR-4	**Performance**	Ticket assignment should happen within a few seconds of ticket creation.
NFR-5	**Availability**	System should be accessible 24/7 for employees across departments.
NFR-6	**Scalability**	System should handle increasing number of tickets and users without performance degradation.