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| Date | 31/10/2025 |
| Team ID | NM2025TMID02533 |
| Project name | Streamlining Ticket Assignment for Efficient Support Operations |
| Maximum mark | 4 marks |

Solution requirements (functional and non-functional)

Functional Requirements

| S.No | Requirement | Description |
|-------------|--------------------------------|--|
| 1 | Automatic Ticket Assignment | The system automatically assigns tickets to agents based on skill set, workload, and availability. |
| 2 | Priority Handling | Tickets are prioritized based on urgency, SLA, and customer impact. |
| 3 | Manual Reassignment | Managers and admins can manually reassign tickets when needed. |
| 4 | Agent Availability Tracking | The system tracks agent status (online, busy, offline) for optimal assignment. |
| 5 | Notification System | Sends real-time alerts to agents and managers for new, reassigned, or escalated tickets. |
| 6 | Performance Dashboard | Displays metrics such as ticket volume, response time, and resolution rate. |
| 7 | Audit & Tracking | Maintains detailed logs of all ticket assignments and changes for compliance. |
| 8 | Integration with Support Tools | Integrates with ServiceNow, Jira, or Zendesk to ensure seamless operation. |

Non-Functional Requirements

| S.No | Requirement | Description |
|-------------|--------------------|--|
| 1 | Performance | The system should process ticket assignments with minimal latency. |
| 2 | Scalability | Supports increasing numbers of users, agents, and tickets without degradation. |
| 3 | Reliability | Ensures 99.9% uptime for continuous support operations. |
| 4 | Usability | The interface should be simple, intuitive, and user-friendly. |
| 5 | Security | Implements encryption and access control to protect user and ticket data. |
| 6 | Maintainability | Should allow easy updates, configuration, and maintenance. |
| 7 | Compatibility | Works across browsers, devices, and operating systems. |
| 8 | Response Time | Ticket assignment and updates occur within 2 seconds. |