

Requirement Analysis

Solution Requirements(Functional & Non-Functional)

Date	03 November 2025
Team Id	NM2025TMID02009
Project Name	Streamlining ticket assignment for efficient support operations
Maximum Marks	4 Marks

Functional requirements:

Following are the Functional Requirements for the proposed solution

ID	Functional Requirement	Description	Priority
FR1	Automated Ticket Assignment	The system should automatically assign incoming tickets to the most suitable support agent based on predefined rules (priority, category, skill set).	High
FR2	Skill-Based Routing	Assign tickets according to agent expertise to ensure accurate and faster resolution.	High
FR3	Workflow Automation	Use ServiceNow Flow Designer to define and execute automated assignment workflows.	High
FR4	Notification System	Send automated email/SMS notifications to users and agents upon ticket creation, assignment, and resolution.	Medium
FR5	Ticket Tracking Dashboard	Provide real-time visibility into ticket status, SLA compliance, and workload distribution through dashboards.	High

Non-Functional Requirements:

Following are the Non-Functional requirements for the proposed solution

ID	Non-Functional Requirement	Description	Measurement / Target
NFR1	Performance	The system should handle multiple ticket requests simultaneously without delay.	Response time ≤ 2 seconds per request
NFR2	Scalability	The system should support increased ticket volume and new workflows as the organization grows.	Handle ≥ 500 concurrent tickets
NFR3	Reliability	Ensure consistent availability and operation of the ticket assignment process.	99.9% uptime
NFR4	Security	Protect user data and ensure that only authorized users can access sensitive information.	Enforce role-based access and data encryption
NFR5	Usability	The interface should be user-friendly and intuitive for agents and admins.	Minimal training required