

Project Design Phase- II

Solution Requirement (Functional & non-functional)

Date	01 November 2025
Team ID	NM2025TMID08174
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	Custom Table for Ticket Management	Create a custom table Define table columns/fields Configure list and form layout
FR-2	Assign roles to two test users	User A = certification, User B = platform.
FR-3	Condition-Based Routing	Configure If logic in Flow Designer to route tickets based on category, priority, or assignment group.
FR-4	Role-Based Flow Permissions	Ensure only users with admin roles can modify or trigger assignment flows
FR-5	Add Action (Auto-Assign Ticket)	System auto-assigns ticket to an available agent based on criteria
FR-6	Test Flow Designer Automation	Validate that new tickets are auto-assigned and notifications are sent correctly.

Non-Functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The interface should be simple to use.
NFR-2	Security	Only authorized roles (admin) can create or modify flows.

NFR-3	Performance	Ticket assignment flow should execute within 3 seconds of incident creation.
NFR-4	Availability	The system should be available whenever we want to use.
NFR-5	Reliability	Flow Designer should ensure successful execution even if one action fails.
NFR-6	Scalability	Flow Designer should handle high ticket volume (up to 1,000 incident creations per hour).