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

Date	1 NOVEMBER 2025
Team ID	NM2025TMID08026
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	User can create and submit support tickets with issue details and priority.
FR-2	Ticket Categorization	System categorizes tickets based on priority, issue type, and department.
FR-3	Agent Information Management	System stores agent skills, availability, and workload info.
FR-4	Automated Ticket Assignment	System automatically assigns tickets to agents based on rules
FR-5	Workload Balancing	System checks agent workload and assigns tickets fairly.
FR-6	Skill-Based Assignment	System matches ticket type with agent skills before assigning.

Non-functional Requirements:

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

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The system interface should be simple, user-friendly, and easy for support agents and admins to operate.
NFR-2	Security	Only authorized users can access the ticket management and assignment features; user roles must be enforced.
NFR-3	Reliability	The system must consistently assign tickets accurately based on defined rules without failures.
NFR-4	Performance	Ticket assignment decisions should be processed quickly with minimal delay.
NFR-5	Availability	The system should be accessible 24/7 to handle support tickets without downtime.
NFR-6	Scalability	The system should support increasing numbers of agents, tickets, and departments as the organization grows.
NFR-7	Accuracy	Ticket assignment logic must ensure correct matching based on skills, workload, and priority.