

## Project design phase –II

### Solution requirements

Date	01 Nov 2025
Team ID	NM2025TMID06891
Project name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4

### Functional Requirements :

FR No.	Functional Requirement (Epic)	Sub Requirement (Sub Task)
FR-01	Ticket Submission System	<ul style="list-style-type: none"><li>- Allow users to submit support tickets with issue details.</li><li>- Validate required fields before submission.</li></ul>
FR-02	Automated Ticket Classification	<ul style="list-style-type: none"><li>- Categorize tickets based on keywords, type, and priority.</li><li>- Store classification data in the ticket database.</li></ul>
FR-03	Automated Ticket Assignment	<ul style="list-style-type: none"><li>- Assign tickets to agents based on skill set and workload.</li><li>- Ensure even workload distribution among agents.</li></ul>
FR-04	Ticket Tracking and Status Update	<ul style="list-style-type: none"><li>- Allow agents to update ticket status (open, in progress, resolved).</li><li>- Notify customers about status changes automatically.</li></ul>

<b>FR-05</b>	<b>Analytics and Reporting Module</b>	<ul style="list-style-type: none"> <li>- Generate reports on ticket volume, resolution time, and agent performance.</li> <li>- Display data through a real-time dashboard.</li> </ul>
<b>FR-06</b>	<b>Admin Configuration and Control</b>	<ul style="list-style-type: none"> <li>- Enable admins to manage users, modify rules, and set priorities.</li> <li>- Provide secure access control for configuration changes.</li> </ul>

## Non-Functional Requirement :

Non-Functional Requirement (Epic)	Description
<b>Performance</b>	The system should handle multiple ticket submissions and assignments simultaneously without performance degradation.
<b>Scalability</b>	The architecture should support an increasing number of users, agents, and tickets as the organization grows.
<b>Security</b>	User data, tickets, and system configurations must be protected through authentication, authorization, and encryption.
<b>Reliability</b>	The system must ensure consistent uptime and accurate ticket processing, even under high load conditions.
<b>Usability</b>	The interface should be user-friendly, easy to navigate, and accessible to both customers and support agents.
<b>Maintainability</b>	The system should allow easy updates, bug fixes, and integration of new features without disrupting operations.