

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	- Allow users to submit support tickets with issue details. - Validate required fields before submission.
FR-02	Automated Ticket Classification	- Categorize tickets based on keywords, type, and priority. - Store classification data in the ticket database.
FR-03	Automated Ticket Assignment	- Assign tickets to agents based on skill set and workload. - Ensure even workload distribution among agents.
FR-04	Ticket Tracking and Status Update	- Allow agents to update ticket status (open, in progress, resolved). - Notify customers about status changes automatically.

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

Non-Functional Requirement :

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