

Solution Requirements (Functional & Non-functional)

Date: 31 January 2025

Team ID: STTSN-005

Project Name: Streamlining Ticket Assignment for Efficient Support Operations

Maximum Marks: 4 Marks

Functional Requirements

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Auto Ticket Assignment	Assign tickets based on category, urgency, and team availability
FR-2	Real-time Notifications	Notify agents and users on ticket updates and resolution status
FR-3	Dashboard View	Allow agents to view, filter, and sort tickets by priority or status
FR-4	Feedback Capture	Collect user feedback after ticket resolution
FR-5	SLA Monitoring	Alert support team if SLA thresholds are about to breach

Non-functional Requirements

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The interface should be user-friendly and intuitive for both agents and users
NFR-2	Security	Role-based access, data encryption, and secure login mechanisms
NFR-3	Reliability	System should ensure consistent performance and minimal downtime
NFR-4	Performance	Must handle multiple ticket requests simultaneously with minimal delay
NFR-5	Availability	System must be available 99.9% of the time with backup support
NFR-6	Scalability	Must support growing number of users and tickets over time