

Project Design Phase – II

Solution Requirements (Functional & Non-Functional)

Date: 01 NOV 2025

Team ID: NM2025TMID03313

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	Admin or users can raise support tickets through a simple form.
FR-2	Agent Registration	Admin can register and categorize support agents based on their skill set or department.
FR-3	Automated Assignment	System automatically assigns tickets to agents based on availability, workload, and expertise.
FR-4	Manual Override	Admins or leads can manually reassign tickets if automation fails or needs correction.
FR-5	Notification & Alerts	Agents and managers receive instant alerts when a new ticket is assigned or updated.
FR-6	SLA Tracking	System tracks ticket progress and ensures SLA compliance through periodic checks.
FR-7	Reporting & Analytics	Managers can view performance metrics such as ticket volume, response time, and agent workload.

Non-Functional Requirements:

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

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The user interface must be clean and intuitive for admins, agents, and managers.
NFR-2	Security	Only authorized users can access or modify ticket assignments.
NFR-3	Reliability	The system should ensure accurate and consistent ticket assignment under all load conditions.
NFR-4	Performance	Ticket assignment and notifications should occur in real-time with minimal latency.
NFR-5	Availability	The system should maintain 99.9% uptime to ensure continuous support operations.
NFR-6	Scalability	The system should handle increased ticket volume and agent count as the organization grows.
NFR-7	Maintainability	The system design should support easy updates and modifications without downtime.
NFR-8	Auditability	Every ticket assignment and reassignment should be logged for transparency and compliance.