

Sprint 3 Planning Document

Project: Community Service App for the Government of Ontario

Team: PRJ666 – Team ReportEase

Sprint Duration: Weeks 8–10 (3 Weeks)

Sprint Goal

Sprint 3 focuses on enhancing communication, user experience, and administrative control. The primary objectives include implementing notifications, collecting anonymous feedback, empowering admins with assignment and reporting tools, and introducing multilingual support.

Sprint Team Members & Assigned Tasks

Name	Assigned Tasks
Vrundaben Vijaykumar Patel	CS-015: Notification System, CS-021: Multilingual UI
Sanskar Parakhlal Pardesi	CS-022: Language Preference Saving, CS-020: Real-time Refresh
Nadi Aung Lin	CS-016: Feedback Form, CS-017: Anonymous Feedback
Abhi Mansukhbhai Chakrani	CS-018: Admin Dashboard - Assign Issues
Yash Patel	CS-019: Admin Filters & Reports

Sprint Scope

This sprint delivers communication features, multilingual support, and administrative tools:

- Implement notification system on ticket updates
 - Enable residents to submit anonymous feedback
 - Build admin tools to assign and filter complaints
 - Add bilingual interface with language persistence
 - Enable real-time dashboard auto-refresh
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Sprint Backlog Items

ID	Title	Description	Assignee	Effort (SP)
CS-015	Notification System	Email/in-app alerts on status updates	Vrundaben Patel	5
CS-016	Feedback Form	Feedback UI after resolution with optional rating/comments	Nadi Lin	5
CS-017	Anonymous Feedback Handling	Store feedback without linking to identity	Nadi Lin	3
CS-018	Admin Assign Issues	Admin assigns reports to clerks based on filters	Abhi Chakrani	5
CS-019	Admin Filters & Reports	Filter, view, and export complaint data	Yash Patel	5
CS-020	Real-time Dashboard Refresh	Auto-refresh dashboard every 5 mins	Sanskar Pardesi	4
CS-021	Multilingual Interface Support	Add language toggle and dynamic translation	Vrundaben Patel	5
CS-022	Language Preference Saving	Save user language and load on login	Sanskar Pardesi	2

Sprint Task Breakdown

- **CS-015:** Trigger notifications on issue acknowledgment/resolution; deliver via email/app; update dashboard view
 - **CS-016:** Show feedback form after resolution; allow rating and comment; store in MongoDB
 - **CS-017:** Implement anonymous mode with masking in admin view; prevent traceability
 - **CS-018:** Build admin dashboard to assign tickets; notify clerks; support filters
 - **CS-019:** Add filtering options (date/type/status); show analytics; export CSV/PDF
 - **CS-020:** Auto-refresh dashboard every 5 mins; show live updates; add manual refresh
 - **CS-021:** Add English/French toggle; dynamically update UI content
 - **CS-022:** Save user's language in DB; load it on login; allow switching
 - **UI Testing:** Test all components (notifications, forms, dashboard) across devices
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Sprint Acceptance Criteria

- Notifications delivered correctly via email or app
 - Feedback collected and stored (optionally anonymously)
 - Admins can assign and filter issues
 - Dashboards auto-refresh in real-time
 - App supports dynamic English/French switching
 - Language preference saved per user and persists on login
 - UI tested and responsive on all major screen sizes
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Sprint Deliverables

1. Notification system integrated with issue lifecycle
 2. Feedback form linked to resolved issues
 3. Admin dashboard to assign and filter complaints
 4. Anonymous feedback storage and admin access
 5. Multilingual interface with toggle and language saving
 6. Real-time dashboard with auto-refresh
 7. Full cross-device UI integration and testing
 8. Updated Vercel deployment and GitHub commits
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Definition of Done (DoD)

- All features functional and merged into main or dev branches
 - All data (feedback, notifications, assignments) stored in MongoDB with validation
 - UI tested for multilingual switching, responsiveness, and layout
 - Role-based behavior and permissions verified
 - Email/app notifications confirmed
 - Vercel deployment updated with new features
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Sprint Risks & Mitigation

Risk	Mitigation Strategy
Email notifications blocked/spam	Use verified sender (Mailtrap or SES) and validate format
Real-time refresh lags	Use polling fallback and manual refresh
Incorrect language defaults	Store choice in DB and test login switching
Feedback linked to identity	Ensure field omission and admin masking
Exported reports inaccurate	Add validation and test edge cases

Sprint Timeline

Week Key Activities

- 8 Notifications (CS-015), Feedback UI (CS-016), Admin Assignment (CS-018)
 - 9 Feedback Storage (CS-017), Reports & Filters (CS-019), Real-time Refresh (CS-020)
 - 10 Multilingual UI (CS-021), Preference Saving (CS-022), UI Testing, Final Integration
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Sprint Review & Demo Goals

- Trigger notification on issue change and show delivery
- Submit feedback (anonymous & named) and display in admin view
- Assign issue from admin panel and verify clerk updates
- Use filters and export complaint reports
- Show real-time auto-refresh of dashboards
- Switch between English and French on UI
- Show stored language loaded after logout/login
- Validate all GitHub commits and deployment on Vercel