

Project Planning Phase

Project Planning Template (Product Backlog, Sprint Planning, Stories, Story points)

Topic	Sprint plan
Team ID	PNT2022TMID37186
Project Name	AI-based discourse for Banking Industry
Maximum Marks	8 Marks

Product Backlog, Sprint Schedule, and Estimation (4 Marks)

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	Create IBM Service	USN-1	As a user, I can see a Watson Assistant.	1	High	Anees A Sreeraj S
Sprint-1	Chatbot Skills Creation	USN-2	As a user, I will see the Chatbot having banking-related skills.	1	High	Anees A Sreeraj S
Sprint-2	Creating Saving Account Action	USN-3	As a user, I can converse with the chatbot regarding saving account-related queries.	2	Medium	Alwin Mariya Joswa LS
Sprint-2	Creating Current Account Action	USN-4	As a user, I can converse with the chatbot regarding current account-related queries.	2	Medium	Alwin Mariya Joswa LS
Sprint-3	Creating Loan Account Action	USN-5	As a user, I can converse with the chatbot regarding loan account-related queries.	2	High	Anees A Sreeraj S

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-3	Creating General Query Action	USN-6	As a user, I can converse with the chatbot regarding general queries.	2	Medium	Alwin Mariya Joswa LS
Sprint-3	Creating Net Banking Action	USN-7	As a user, I can converse with the chatbot regarding net banking-related queries.	2	High	Alwin Mariya Joswa LS Sreeraj S
Sprint-4	Creating Assistant & Integrate With Flask Web Page (Build Python Code)	USN-8	As a user, I can see a flask web page for bank.	1	Low	Muthu Sriram Sripraveen S
Sprint-4	Build HTML Code	USN-9	As a user, I can web pages integrated with a chatbot.	1	Medium	Muthu Sriram Sripraveen S
Sprint-4	Run The Application	USN-10	As a user, I can communicate with the chatbot 24*7.	1	Low	Sripraveen S Muthu Sriram

Project Tracker, Velocity & Burndown Chart: (4 Marks)

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed (as on Planned End Date)	Sprint Release Date (Actual)
Sprint-1	20	6 Days	24 Oct 2022	29 Oct 2022	20	26 Oct 2022
Sprint-2	20	6 Days	27 Oct 2022	05 Nov 2022	20	29 Oct 2022
Sprint-3	20	6 Days	29 Nov 2022	12 Nov 2022	20	01 Nov 2022
Sprint-4	20	6 Days	02 Nov 2022	19 Nov 2022	20	04 Nov 2022

Velocity:

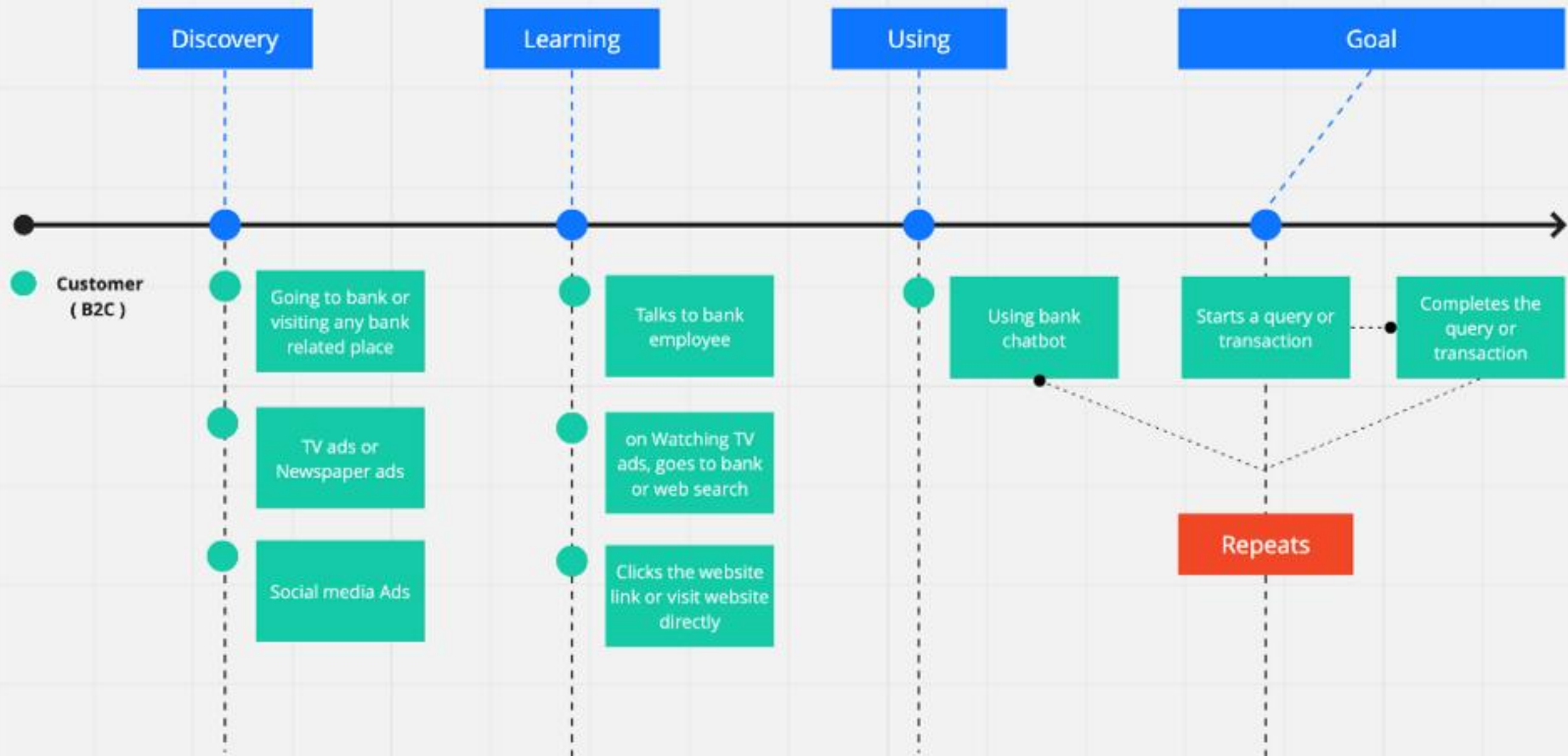
Imagine we have a 10-day sprint duration, and the velocity of the team is 20 (points per sprint). Let's calculate the team's average velocity (AV) per iteration unit (story points per day)

$$AV = \frac{\text{sprint duration}}{\text{velocity}} = \frac{20}{10} = 2$$

$$AV=20/2=10$$

$$\mathbf{AV=10}$$

High-level map



.Problem of
customer
support 24/7

High Inquiry
volume for call
centers from
customers

drastically
increase of call
wait times

Challenges

developing
successful
customer
messaging
experiences ?

machine learning
toward
deciphering
customer patterns

Old method of
customer support
via email (need
change)

Delivering
Frictionless
Customer
Engagement using
A.I

Speeding up
customer queries
related to
insurance, banking
& loans