Project Planning Phase

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

Date	01 November 2025
Team ID	NM2025TMID07096
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	5 Marks

Product Backlog, Sprint Schedule, and Estimation

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	Automated Ticket Routing	USN-1	As a support agent, I want tickets to be automatically assigned to the right department based on issue type so that responses are faster and more accurate.	3	High	ARUNTHATHI S
Sprint-1	Dynamic Ticket Categorization	USN-2	As a user, I want the system to categorize tickets dynamically based on keywords and urgency, so that high-priority issues get addressed first.	2	High	KANAGA K
Sprint-2	Email Notification System	USN-3	As a user, I want to receive automated email notifications when my ticket is created, updated, or resolved, so that I can track progress easily.	2	Medium	RANJANI R
Sprint-2	Workflow Configuration	USN-4	As an administrator, I want to define ticket workflows in the system to ensure proper routing, escalation, and SLA tracking.	3	High	RITHIKA K

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-3	AI-Powered Ticket Prioritization	USN-5	As an IT support lead, I want AI to analyze ticket descriptions and prioritize them based on severity to optimize response time.	4	High	ARUNTHATHIS S
Sprint-3	System Testing & Validation	USN-6	As a tester, I want to validate that tickets are assigned and updated correctly under various scenarios to ensure system reliability.	3	Medium	KANAGA K
Sprint-4	Audit & Documentation	USN-7	As a system admin, I want all configuration and ticket logs to be documented for audit and performance tracking.	2	Medium	RANJANI R & RITHIKA K

Project Tracker, Velocity & Burndown Chart:

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed (Planned End Date)	Sprint Release Date (Actual)
Sprint-1	5	2 Days	24 Oct 2025	25 Oct 2025	5	25 Oct 2025
Sprint-2	5	2 Days	26 Oct 2025	27 Oct 2025	5	27 Oct 2025
Sprint-3	7	2 Days	28 Oct 2025	29 Oct 2025	7	29 Oct 2025
Sprint-4	2	2 Days	30 Oct 2025	31 Oct 2025	2	31 Oct 2025

Velocity:

Average Velocity = **(Total Story Points Completed) / (Total Duration in Days)** →

Total: 19 points over 8 days → **Velocity = 2.375 points/day**

Burndown Chart:

A burndown chart visually represents remaining work versus time during each sprint. It helps track progress and ensures timely delivery.

Burndown Chart - Laptop Request Catalog Item Project