

Project Planning Phase

Date	01 NOVEMBER 2025
Team ID	NM2025TMID01728
Topic Name	Streamlining Ticket Assignment for efficient support operation

Product Backlog, Sprint Planning, and Estimation

This phase involves breaking down the project into manageable **Epics** and **User Stories**, estimating the effort using **Story Points**, and planning the work across sprints.

Product Backlog Requirement (Epic)	User Story Number	As A/I want to...	Story Points	Priority	Team Members
Intelligent Routing Logic	US-1	As a Support Manager , I want tickets to be automatically categorized based on the description's keywords, so assignment can be instant and accurate.	5	High	K. Manoj, M. Meena
Skill-Based Assignment	US-2	As a Team Lead , I want tickets to be assigned based on the agent's certified skills and expertise level , so the right specialist handles the issue immediately.	5	High	K. Manoj, S. Sivapriya
Load-Balanced Distribution	US-3	As a Support Agent , I want the system to check my current workload before assigning a new ticket, to prevent burnout and ensure fair distribution.	3	High	N. Gowtham
Assignment Failure Mechanism	US-4	As a Developer , I should ensure that if the automatic assignment fails, the ticket is routed to a Supervisor Queue .	2	Medium	G. Srinithi

Product Backlog Requirement (Epic)	User Story Number	As A/I want to...	Story Points	Priority	Team Members
		with an alert, to prevent tickets from being missed.			
Performance Monitoring	US-5	As an Admin , I want a dashboard showing the Assignment Accuracy Rate (AAR) and Ticket First Assignment Time (TFAT) , to measure the system's effectiveness.	3	Medium	N. Usha, M. Meena

Project Tracker, Velocity & Burndown Chart

Sprint Name	Planned Story Points	Duration (Days)	Sprint Start Date (Planned)	Sprint End Date (Planned)	Story Points Completed (as on Actual)	Sprint Release Date (Actual)
Sprint 1 (ML/NLP Integration & Core Logic)	10	7 Days	27 June 2025	03 July 2025	10	03 July 2025
Sprint 2 (Load Balancing & Skill Mapping)	8	5 Days	04 July 2025	08 July 2025	8	08 July 2025
Sprint 3 (Testing, Failover & Reporting)	5	4 Days	09 July 2025	12 July 2025	5	12 July 2025
Total	23	16 Days			23	

Burndown Chart:

A burndown chart is a graphical representation of work left to do versus time. It is often used in agile software development methodologies such as Scrum. The remaining work (story points) can be plotted against the capacity, monitoring the progress over time.