**Project Planning Phase**

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

|  |  |
| --- | --- |
| Date | 26-08-2025 |
| Team ID | LTVIP2025TMID60976 |
| Project Name | **Resolve Now : Your Platform for Online Complaints** |
| Maximum Marks | 5 Marks |

**Product Backlog & Sprint Schedule**

| **Sprint** | **Functional Requirement (Epic)** | **User Story Number** | **User Story / Task** | **Story Points** | **Priority** | **Team Members** |
| --- | --- | --- | --- | --- | --- | --- |
| **Sprint-1** | **User Authentication** | **USN-1** | **As a user, I can sign up and log in securely.** | **3** | **High** |  |
|  |  | **USN-2** | **As a user, I can reset my password.** | **2** | **Medium** |  |
| **Sprint-2** | **Complaint Submission & Tracking** | **USN-3** | **As a complainant, I can submit a complaint easily.** | **3** | **High** |  |
|  |  | **USN-4** | **As a user, I can track the status of my complaint.** | **2** | **High** |  |
| **Sprint-3** | **Messaging & Communication** | **USN-5** | **As a user, I can send and receive messages in real-time.** | **3** | **High** |  |
|  |  | **USN-6** | **As an admin, I can moderate conversations and escalate issues.** | **2** | **Medium** |  |
| **Sprint-4** | **Dispute Resolution & Reviews** | **USN-7** | **As a user, I can rate and review the complaint resolution process.** | **2** | **Medium** |  |
|  |  | **USN-8** | **As an admin, I can resolve disputes and manage reports.** | **3** | **High** |  |

**Project Tracker, Velocity & Burndown Chart**

| **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** | **5** | **6 Days** | **1 May 2025** | **6 May 2025** | **5** | **6 May 2025** |
| **Sprint-2** | **5** | **6 Days** | **7 May 2025** | **12 May 2025** | **5** | **12 May 2025** |
| **Sprint-3** | **5** | **6 Days** | **13 May 2025** | **18 May 2025** | **5** | **18 May 2025** |
| **Sprint-4** | **5** | **6 Days** | **19 May 2025** | **24 May 2025** | **5** | **24 May 2025** |