| **TO:** Scrum Team |
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| **FROM:** Scrum Master |
| **SUBJECT LINE:** Major takeaways from our Sprint retrospective |
| Dear Scrum Team,  How are you guys doing? I hope this meets you in great health and cheers to a great day ahead.  The aim of this email is to share insights on the sprint retrospective and give takes on our accomplishments and little areas where I feel we need adjustments. It has been a good ride so far.  I am pleased with how the sprint went and the contributions you guys made were really encouraging. We were able to accomplish notable strides on the plant care initiatives epic and the feedback from our clients.  Some major key takeaways are:   * User testing has been smooth generally * We agreed on watering and care reminders in the backlog for upcoming app development projects. * Team did a great job with the Bonsai style guides - published ahead of schedule * The live-chat option was modeled on existing help resources for corporate customers. The need for more trained customer support staff. * We need to have more clarity on the scope for live-chat options. This will be discussed further in next meeting * Sorting and searching added to the website to aid customers was a success * The designed leaflets to access care instruction though done quickly, still needs revision.   Our accomplishments and the changes we needed are well highlighted. Looking forward to giving clarity on live-chat option scope, better outline / revisions on written materials. Thanks for your efforts as we take time to assess and reassess noted highlights.  Thanks for your time.  David Udoh  Project Manager. |