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

Date	June2025
Team ID	LTVIP2025TMID50765
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	5 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	Registration	USN-1	As a user, I can register for the application by entering my email, password, and confirming my password.	2	High	Madhu shankar
Sprint-1	Registration	USN-2	As a user, I will receive confirmation email once I have registered for the application	1	High	Nishitha
Sprint-1	Registration	USN-4	As a user, I can register for the application through Gmail	2	Medium	Madhu shankar
Sprint-2	Registration	USN-3	As a user, I can register for the application through Facebook	2	Low	Madhu shankar

Sprint-1	Login	USN-5	As a user, I can log into the application by entering email & password	1	High	Madhu shankar
Sprint-2	Complaint Submission	USN-6	As a user, I can submit a complaint with subject, description, and attachments	3	High	dhanushma
Sprint-2	Complaint Tracking	USN-7	As a user, I can track the status of my submitted complaints	2	High	dhanushma
Sprint-3	Agent Interaction	USN-8	As a user, I can chat with the assigned agent to discuss the issue	3	Medium	sireesha
Sprint-3	Admin Assignment	USN-9	As an admin, I can assign complaints to agents based on their availability	3	Medium	NIshitha
Sprint-4	Admin Dashboard	USN-10	As an admin, I can monitor all submitted complaints and manage agents	4	High	Nishitha

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	6	5 Days	01 Feb 2025	05 Feb 2025	6	05 Feb 2025
Sprint-2	7	5 Days	06 Feb 2025	10 Feb 2025	7	10 Feb 2025
Sprint-3	6	5 Days	11 Feb 2025	15 Feb 2025	6	15 Feb 2025
Sprint-4	4	5 Days	16 Feb 2025	20 Feb 2025	4	20 Feb 2025

Velocity Calculation

- **Total Story Points Completed: 6 + 7 + 6 + 4 = 23**

- **Number of Sprints: 4**

- **Velocity = 23 / 4 = 5.75 Story Points per Sprint**

■**Team Velocity: 5.75 Story Points/Sprint**