

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

Date	June2025
Team ID	LTVIP2025TMID57241
Project Name	Service Desk for Customer Complaint Resolution
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 Member
Sprint-1	Registration	USN-1	As a user, I can register with name, email, and password.	2	High	G. Lakshmi Prasanna
Sprint-1	Registration	USN-2	As a user, I receive a confirmation or success message after registration.	1	High	G. Lakshmi Prasanna
Sprint-1	Login	USN-3	As a user, I can log in using my email and password.	1	High	Eswar Adesh Ch
Sprint-2	Complaint Submission	USN-4	As a user, I can submit a complaint with subject and description.	3	High	Dumpa Charmika Reddy
Sprint-2	Complaint Tracking	USN-5	As a user, I can track the status of my submitted complaints.	2	High	Dumpa Charmika Reddy
Sprint-3	Agent Interaction (Chat)	USN-6	As a user, I can chat with the assigned agent in real-time.	3	Medium	Eppili Goutham
Sprint-3	Admin Assignment	USN-7	As an admin, I can assign complaints to agents based on workload.	3	Medium	Eppili Goutham
Sprint-4	Admin Dashboard	USN-8	As an admin, I can view all complaints and manage users and agents.	4	High	Eswar Adesh Ch

Project Tracker, Velocity & Burndown Chart (4 Marks)

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed	Sprint Release Date (Actual)
Sprint-1	6	5 Days	15 June 2025	19 June 2025 (Thu)	6	19 June 2025
Sprint-2	7	5 Days	20 June 2025	24 June 2025 (Tue)	7	24 June 2025
Sprint-3	6	5 Days	25 June 2025	29 June 2025 (Sun)	6	29 June 2025
Sprint-4	4	5 Days	30 June 2025	04 July 2025 (Fri)	4	04 July 2025

Velocity Calculation

- **Total Story Points Completed:** $4 + 5 + 6 + 4 = 19$
- **Number of Sprints:** 4
- **Team Velocity** = $19 / 4 = 4.75$ Story Points/Sprint