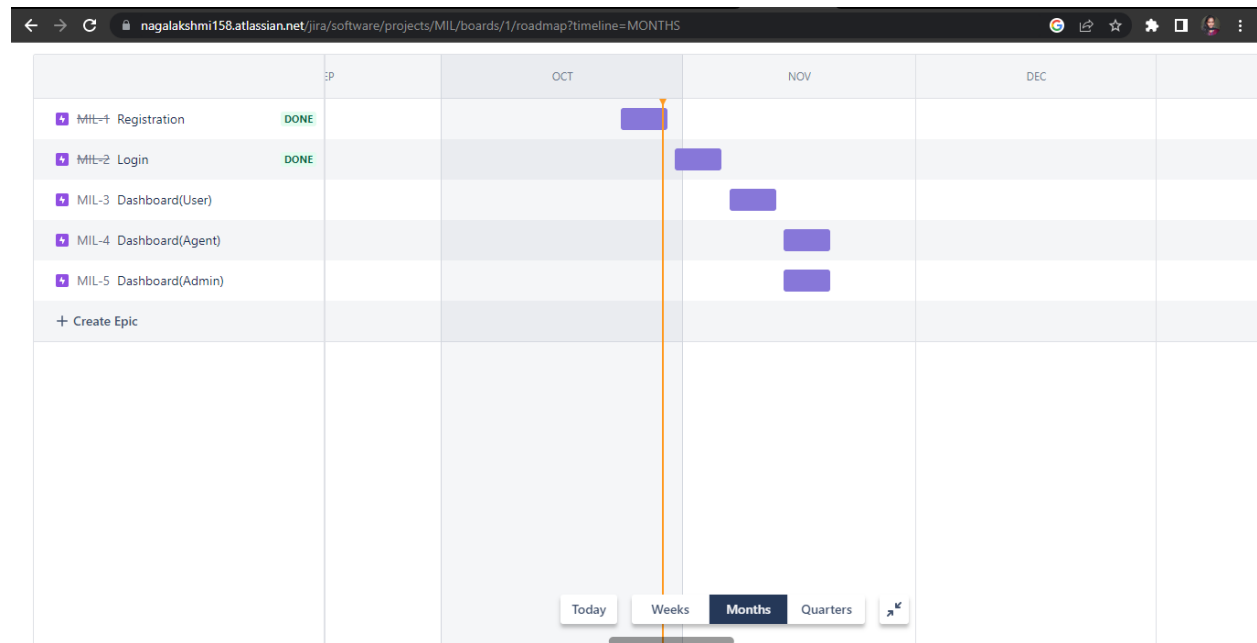


Project Planning Phase

Project Planning Template (JIRA FILES)

Date	18 October 2022
Team ID	PNT2022TMID21522
Project Name	Project – Customer Care Registry



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▼ Registration 24 Oct – 29 Oct (6 issues) 0 10 0 Start sprint

- BC-3 As a user, I can register for the application by entering my email, password, and confirming my password. 2 IN PROGRESS
- BC-4 As a user, I will receive confirmation email once I have registered for the application 1 IN PROGRESS
- BC-5 As a user, I can register for the application through Facebook 2 IN PROGRESS
- BC-6 As a user, I can register for the application through Gmail 2 IN PROGRESS
- BC-7 As a user, I can register for the application through mobile number As a user, I can register for the application through mobile number 2 IN PROGRESS
- BC-8 As a user, I will receive confirmation code number once I have registered for the application 1 IN PROGRESS

+ Create issue

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▼ Login 31 Oct – 5 Nov (2 issues) 0 2 0 Start sprint ⋮

- BC-9 As a user, I can log into the application by entering email & password 1 IN PROGRESS ▾ 👤
- BC-10 As a user, I can log into the application by entering mobile number & password 1 IN PROGRESS ▾ 👤

+ Create issue

▼ Dashboard(user) 7 Nov – 12 Nov (3 issues) 0 6 0 Start sprint ⋮

- BC-11 As a user, I can easily able to access the website with the help of guide tour 2 IN PROGRESS ▾ 👤
- BC-12 As a user, I can view the progress in my dashboard(whether I have been allotted with a live agent or not, whether my complaints have been resol... 2 IN PROGRESS ▾ 👤
- BC-13 As a user, I can view my live agent and his activities towards my queries. 2 IN PROGRESS ▾ 👤

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▼ Dashboard(agent) 14 Nov – 19 Nov (2 issues) 2 0 0 Start sprint ⋮

- BC-14 As a agent, I can make user's queries into actions and notify them with every updates 1 TO DO ▾ 👤
- BC-15 As a agent, I can able to view the works assigned by admin 1 TO DO ▾ 👤

+ Create issue

▼ Dashboard(admin) 14 Nov – 19 Nov (2 issues) 4 0 0 Start sprint ⋮

- BC-16 As a administrator, I can categorize the users based on their needs and assign respective agents to the users 2 TO DO ▾ 👤
- BC-17 As a administrator, I can provide security to all the data by blocking different access and maintain the privacy 2 TO DO ▾ 👤

+ Create issue

