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| --- | --- |
| Date | 28 June 2025 |
| Team ID | LTVIP2025TMID57433 |
| Project Name | Online Complaint Registration and Management System |
| Maximum Marks | 4 Marks |

**Project Planning Phase**

This document outlines the planning phase of the Online Complaint Management System project. It includes the product backlog, sprint planning with story points, and sprint velocity tracking.

**Product Backlog & Sprint Estimation**

|  |  |  |
| --- | --- | --- |
| **Feature** | **Description** | **Story Points** |
| User Registration/Login | Allow users to register and log in | 3 |
| Complaint Submission | Users can submit complaints | 2 |
| Admin Complaint Assignment | Admin assigns complaints to agents | 2 |
| Agent Handling | Agents view and resolve complaints | 2 |
| Status Tracking | Track status of complaints | 1 |

**Sprint Schedule**

|  |  |  |
| --- | --- | --- |
| **Sprint** | **Included Features** | **Total Story Points** |
| Sprint 1 | User login/signup, complaint form | 10 |
| Sprint 2 | Admin panel, agent dashboard, chat & tracking | 16 |

**Velocity Calculation**

Total Story Points = 10 (Sprint 1) + 16 (Sprint 2) = 26 Number of Sprints = 2

Velocity = 26 / 2 = 13 story points per sprint

**Burndown Chart Summary**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sprint** | **Start Story Points** | **End Story Points** | **Status** |
| Sprint 1 | 10 | 0 | Completed |

|  |  |  |  |
| --- | --- | --- | --- |
| Sprint 2 | 16 | 0 | Completed |