

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

Date	O3-11-2022
Team ID	PNT2022TMID34857
Project name	Customer Care Registry

**Product Backlog, Sprint Schedule, and Estimation**

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 web page by entering my email then password and confirming my password.	10	High	Monisha, Lavanya
Sprint 1	Email Confirmation	USN-2	As a user,the web user will receive confirmation email once I have registered for the application.	10	High	Monisha, Lavanya
Sprint 2	Login	USN-3	As a user,I can login to the application by entering email and password.	10	High	Monisha , Lavanya
Sprint 2	Details	USN-4	As a customer I can fill my details and personal information.	10	High	Alric, Prabavathi
Sprint 3	Cloud Database	USN-5	As an administrator I can stored a details in the cloud database administrator can stored data into the database cloud.	10	High	Monisha , Alric,Praba
Sprint 3	Details	USN-6	As a customer, I can send request to the website for booking or service issue and any other problem requires.	5	low	lavanya , Alric,Monisha

Sprint 3	Assign task	USN-7	As an administrator, can assign task to particular agent.	10	High	lavanya , Monisha
Sprint 4	Details	USN-8	As an agent take the customer details from the cloud database as a customer I can send the website for the booking or service issue.	5	Low	lavanya , Alric,Praba
Sprint 4	Email	USN-9	As a customer, I can receive the response.	10	High	lavanya , Praba

#### Project Tracker, Velocity & Burndown Chart:

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	20	8 days	28-10-2022	4-11-2022	20	4-11-2022
Sprint 2	10	8 days	6-11-2022	13-11-2022	10	13-11-2022
Sprint 3	20	8 days	16-11-2022	23-11-2022	20	23-11-2022
Sprint 4	10	8 days	23-11-2022	30-11-2022	10	30-11-2022

#### Velocity:

. Let's calculate the team's average velocity (AV) per iteration unit (story points per day).

$$\begin{aligned}
 \text{AV} &= \text{Velocity} / \text{Sprint Duration} \\
 &= 20 / 8 \\
 &= 2.5
 \end{aligned}$$

$$\begin{aligned}
 \text{AV} &= 10 / 8 \\
 &= 1.25
 \end{aligned}$$

## Burndown Chart :

