

## Project Planning Phase

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

Date	15 November 2022
Team ID	PNT2022TMID08534
Project Name	Project – Customer Care Registry
Maximum Marks	8 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	User Panel	USN-1	The user will login into the website and go through the services available on the webpage.	20	Medium	Shyam R Sujindhar C
Sprint-2	Agent Panel	USN-2	The role of the agent is to check out the complaint tickets and to contact the user and solve the complaint they raise.	20	High	Shankar P Jayasurya C
Sprint-3	Admin Panel	USN-3	The role of the admin is to check out the database about the availability and have a track of all the things that the users are going to experience and manage the agent and complaint tickets.	20	High	Shankar P
Sprint-4	Chat Bot	USN-4	The user can directly talk to Chatbot regarding the services. Get the recommendations based on information provided by the user.	20	High	Jayasurya S

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-5	Final Delivery	USN-5	Container of applications using docker kubernetes and deployment the application. Create the documentation and final submit the application	20	High	Sujindhar C Shyam R Shankar P Jayasurya S

### 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	10	6 Days	24 Oct 2022	29 Oct 2022	10	29 Oct 2022
Sprint-2	6	6 Days	31 Oct 2022	05 Nov 2022	7	05 Nov 2022
Sprint-3	6	3 Days	07 Nov 2022	09 Nov 2022	6	09 Nov 2022
Sprint-4	5	3 Days	09 Nov 2022	12 Nov 2022	5	12 Nov 2022
Sprint-5	8	6 Days	13 Nov 2022	19 Nov 2022	8	19 Nov 2022

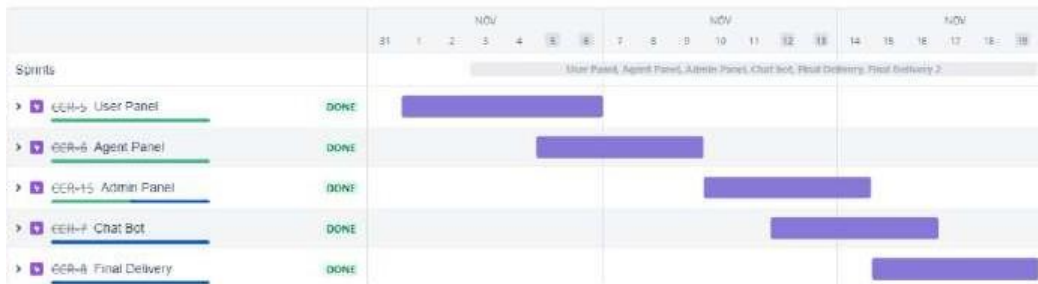
### Velocity:

Imagine we have a 10-day sprint duration, and the velocity of the team is 20 (points per sprint). Let's calculate the team's average velocity (AV) per iteration unit (story points per day)

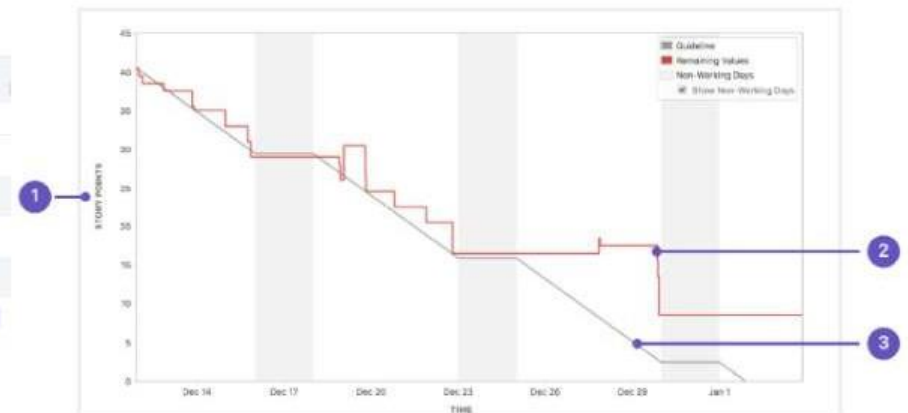
$$AV = \frac{\text{sprint duration}}{\text{velocity}} = \frac{20}{10} = 2$$

### Burndown Chart:

A burn down chart is a graphical representation of work left to do versus time. It is often used in agile software development methodologies such as Scrum. However, burn down charts can be applied to any project containing measurable progress over time.



Milestone List



Burndown Graph