

### Sprint Planing

Date	8 November 2022
Team ID	PNT2022TMID42197
Project Name	Project - Customer Care Registry
Maximum Marks	8 Marks

### Product Backlog, Sprint Schedule, and Estimation (4 Marks)

Sprint	User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	Customer (Web User)	Registration	USN-1	As a customer, I can register for the application by entering my email, password, and confirming my password.	2	High	Pradap , Poojashree
Sprint-1		Login	USN-2	As a customer, I can login to the application by entering correct email and password	1	High	Arrush , Kanishkar
Sprint-1		Dashboard	USN-3	As a customer, I can see all the tickets raised by me and lot more	3	High	Pradap , Arrush
Sprint-2		Ticket creation	USN-4	As a customer, I can create a new ticket with the detailed description of my query	2	High	Kanishkar , Pradap
Sprint-3		Address Column	USN-5	As a customer, I can have conversations with the assigned agent and get my queries clarified	3	High	Arrush , Poojashree
Sprint-4		Forgot password	USN-6	As a customer, I can reset my password by this option in case I forgot my old password	2	Medium	Arrush , Kanishkar
Sprint-4		Ticket details	USN-7	As a customer, I can see the current status of my tickets	2	Medium	Pradap , Poojashree

<b>Sprint</b>	<b>User Type</b>	<b>Functional Requirement (Epic)</b>	<b>User Story Number</b>	<b>User Story / Task</b>	<b>Story Points</b>	<b>Priority</b>	<b>Team Members</b>
Sprint-3	Agent (Web user)	Login	USN-1	As an agent, I can login to the application by entering correct email and password	2	High	Arrush
Sprint-3		Dashboard	USN-2	As an agent, I can see all the tickets assigned to me by the admin	3	High	Poojashree
Sprint-3		Address Column	USN-3	As an agent, I get to have conversations with the customer and clear his/her queries	3	High	Kanishkar , Arrush
Sprint-4		Forgot password	USN-4	As an agent, I can reset my password by this option in case I forgot my old password	2	Medium	Kanishkar , Pradap
Sprint-1	Admin (Web user)	Login	USN-1	As an admin, I can login to the application by entering correct email and password	1	High	Pradap , Poojashree
Sprint-1		Dashboard	USN-2	As an admin, I can see all the tickets raised in the entire system and lot more	3	High	Arrush
Sprint-2		Agent creation	USN-3	As an admin, I can create an agent for clarifying the customer's queries	2	High	Pradap
Sprint-2		Assigning agent	USN-4	As an admin, I can assign an agent for each ticket created by the customer	3	High	Arrush , Kanishkar
Sprint-4		Forgot password	USN-4	As an admin, I can reset my password by this option in case I forgot my old password	2	Medium	Arrush , Poojashree

**Project Tracker, Velocity & Burndown Chart: (4 Marks)**

<b>Sprint</b>	<b>Total Story Points</b>	<b>Duration</b>	<b>Sprint Start Date</b>	<b>Sprint End Date (Planned)</b>	<b>Story Points Completed (as on Planned End Date)</b>	<b>Sprint Release Date (Actual)</b>
Sprint-1	10	3 Days	8 Nov 2022	10 Nov 2022	10	29 Oct 2022
Sprint-2	7	3 Days	11 Nov 2022	13 Nov 2022	7	05 Nov 2022
Sprint-3	11	3 Days	14 Nov 2022	16 Nov 2022	11	09 Nov 2022
Sprint-4	8	3 Days	17 Nov 2022	19 Nov 2022	8	13 Nov 2022

## BURNDOWN CHART

