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

Date	6 NOVEMBER 2022
Team ID	PNT2022TMID00312
Project Name	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	Customer panel	USN-1	As a Customer, I can register for the application by entering my email, password, and confirming my password.	2	High	Natarajan S Mahin Hamesh KDG Kamesh S
Sprint-1	Admin panel	USN-2	As an Admin, I can Login to the Application by entering correct login credentials and I will be able to access my dashboard to create agents and assign an agent to a Query order.	2	High	Lakshmi Sankar M Kamesh S Natarajan S
Sprint-2	Agent panel	USN-3	As an agent, I can login to the application by entering correct login credentials and the Customer can give their query and I will be able to Access my Dashboard to check the Query order and I can clarify the Issues.	2	High	Mahin Hamesh KDG Natarajan S Lakshmi Sankar M
Sprint-3	Chat Bot	USN-4	The customer can directly Interact to the chatbot regarding the services offered by the web Portal and get recommendations based on information provided by them.	2	Medium	Mahin Hamesh KDG Natarajan S
Sprint-4	Final delivery	USN-5	Container of applications using docker Kubernetes and deployment the application. Create the documentation and final submit the application	2	High	Kamesh S Lakshmi Sankar M Mahin Hamesh KDG

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	20	6 Days	24 Oct 2022	29 Oct 2022		29 Oct 2022
Sprint-2	20	6 Days	31 Oct 2022	05 Nov 2022		05 Nov 2022
Sprint-3	20	6 Days	07 Nov 2022	12 Nov 2022		12 Nov 2022
Sprint-4	20	6 Days	14 Nov 2022	19 Nov 2022		12 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)

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

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.