

PROJECT PLANNING PHASE

JIRA

TEAM ID	PNT2022TMID44302
PROJECT NAME	CUSTOMER CARE REGISTRY

The screenshot displays the Jira Software interface for the 'Customer Care Registry' project. The left sidebar shows the project structure with 'PLANNING' (Roadmap, Backlog, Board) and 'DEVELOPMENT' (Code, Project pages, Add shortcut) sections. The main area shows the 'Backlog' for 'CCR Sprint 1' with 5 issues. The issues are listed with their IDs, descriptions, labels, and status. The bottom of the screen shows the Windows taskbar with various application icons and system information.

Issue ID	Description	Label	Priority	Status
CCR-15	As a Customer, I can register for the application by entering my email, password, an...	CUSTOMER PANEL	2	TO DO
CCR-2	As an admin, I can Login to the Application by entering correct login credentials an...	ADMIN PANEL	2	TO DO
CCR-3	As an agent, I can Login to the Application by entering correct login credentials and I will...	AGENT PANEL	2	TO DO
CCR-4	The Customer can directly Interact to the Chatbot regarding the services offered by the Web...	CHAT BOT	2	TO DO
CCR-9	Container of applications using docker kubernetes and deployment the application.Cre...	FINAL DELIVERY	2	TO DO

IBM 10 Types of Cu IBM-1511-166 Customer exp feature scope Customer Care (2) WhatsApp

pnt2022tmid44302.atlassian.net/jira/software/projects/CCR/boards/1/backlog?selectedIssue=CCR-9

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Customer Care Registry Software project

PLANNING Roadmap Backlog Board

DEVELOPMENT Code Project pages Add shortcut

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Projects / Customer Care Registry

Backlog

CCR Sprint 1 28 Oct – 1 Nov (1 issue) Complete sprint

CCR-15 As a Customer, I can register for the application by entering my email, password, an... CUSTOMER PANEL TO DO SR

+ Create issue

CCR Sprint 2 31 Oct – 7 Nov (2 issues) Start sprint

CCR-2 As an admin, I can Login to the Application by entering correct login credentials and I wi... ADMIN PANEL TO DO SR

CCR-3 As an agent, I can Login to the Application by entering correct login credentials and I will... AGENT PANEL TO DO SR

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Backlog

CCR Sprint 3 7 Nov – 14 Nov (1 issue) Start sprint

CCR-4 The Customer can directly Interact to the Chatbot regarding the services offered by the Web... CHAT BOT TO DO SR

+ Create issue

CCR Sprint 4 14 Nov – 21 Nov (1 issue) Start sprint

CCR-9 Container of applications using docker kubernetes and deployment the application.Cre... FINAL DELIVERY TO DO SR

+ Create issue

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