

## Project Planning Phase

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

<b>Batch ID</b>	B10-4A6E
<b>Team ID</b>	PNT2022TMID37124
<b>Project Name</b>	Customer Care Registry
<b>Maximum Marks</b>	8 Marks

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

Use the below template to create product backlog and sprint schedule

<b>Sprint</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-1	User Registration	USN-1	As a customer, I can register for the application by entering my email, password, and confirming my password.	5	High	Bhuvaneshkumar
	User Login	USN-2	As a customer, I can login to the application by entering correct email and password .	5	Medium	N.Hariprasad
	User Dashboard	USN-3	As a customer, I can see all the tickets raised by me and lot more .	2	Medium	Gurupradeep
	Admin login	USN-4	As an admin, I can login to the application by entering correct email and password .	5	High	Harishvaran M
	Admin Dashboard	USN-5	As an admin, I can see all the tickets raised in the entire system and lot more	3	High	Gnanesh G
Sprint-2	User Ticket creation	USN-6	As a customer, I can create a new ticket with the detailed description of my query	10	High	Bhuvaneshkumar

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-2	Assigning agent	USN-7	As an admin, I can assign an agent for each ticket created by the customer.	10	Hlgh	N.Hariprasad
Sprint-3	Address Column	USN-8	As a customer, I can have conversations with the assigned agent and get my queries clarified	10	Medium	Gurupradeep
	Chatbot	USN-9	As a customer I can communicate with the virtual chatbot and getting my queries solved.	10	High	Harishvaran M
Sprint-4	User Forgot password	USN-10	As a customer, I can reset my password by this option in case I forgot my old password provided by the user.	5	High	Gnanesh G
	Ticket details	USN-12	As a customer, I can see the current status of my tickets .	5	Medium	Bhuvaneshkumar , Harishvaran M
	Deployment	USN-13	Container of applications using docker kubernetes and deployment the application.Create the documentation and final submit the application.	10	High	Gurupradeep , Gnanesh G

### 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	2 Oct 2022	29 Oct 2022	16	19 Nov 2022
Sprint-2	20	6 Days	31 Oct 2022	05 Nov 2022	12	19 Nov 2022
Sprint-3	20	6 Days	07 Nov 2022	12 Nov 2022	17	19 Nov 2022
Sprint-4	20	6 Days	14 Nov 2022	19 Nov 2022	14	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 overtime.

Sprint	Start Hours	Spend Hours	Spend Hours	Spend Hours	Spend Hours	Spend Hours	Spend Hours	Total Hours
Sprint 1	10	4	3	2	0	1	0	10
Sprint 2	8	3	1	1	2	0	1	8
Sprint 3	10	3	2	2	1	1	1	10
Sprint 4	12	5	3	2	0	1	1	12
Actual remaining H	65	43	27	17	9	4	0	
Estimated remaining	65	45	27	20	8	9	0	

