

Project Planning Phase

Date	20 October 2022
Team ID	PNT2022TMID30144
Project Name	Project - Customer Care Registry
Maximum Marks	8 Marks

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

Use the below template to create product backlog and sprint schedule

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	Registration(Admin and Customer)	USN-1	As a user, I can register for the application by entering My Registration Credentials like name,username,password,confirm password...	4	Medium	Gary Felix A,Karthikeyan K
Sprint-1	Login and Dashboard(Admin and Customer)	USN-2	As a user, I will Login into the Dashboard Page by using the Login Credentials once after the Mail Activation link Authentication.	6	Medium	Gary Felix A,Karthikeyan K
Sprint-1	Authentication and IBM DB2	USN-3	As a user, I will be authenticated from the Administration and store the Credentials back to the Database using IBM DB2.	4	High	Gary Felix A,Karthikeyan K
Sprint-2	Email Integration and SendGrid API	USN-4	As a user, I will send the email to the Customer automatically using SendGrid API with the Subject to ticket id ,agent name...	5	Medium	Karthik B,Abishek A S
Sprint-2	DB Schema for Queries	USN-5	As a user, I will create and map the credentials of the Customer from the Application through Tables and Schema.	3	High	Gary Felix A,Karthikeyan K
Sprint-3	Watson Assistant	USN-6	As a user,I will walk through the customer to resolve the queries and also connect the live agent to the Application.	4	High	Karthik B
Sprint-3	Knowledge Base Assistant	USN-7	As a user,I will provide predefined Queries like FAQ's so that the customer can be solved by DIY Mechanism.	5	Medium	Abishek A S
Sprint-4	Depolymnt with Docker	USN-8	As a User,I will deploy the entire Application using Docker.	1	Medium	Karthik B,Abishek A S

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-4	Orchest with Kubernetes	USN-9	As a User,I will allocate the server nodes and balance the work loads in server.	2	Medium	Gary Felix A,Karthikeyan K,Abishek A S and Karthik B

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	14	29 Oct 2022
Sprint-2	20	6 Days	31 Oct 2022	05 Nov 2022	8	05 Nov 2022
Sprint-3	20	6 Days	07 Nov 2022	12 Nov 2022	9	12 Nov 2022
Sprint-4	20	6 Days	14 Nov 2022	19 Nov 2022	3	19 Nov 2022