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

Date	22 October 2022
Team ID	**PNT2022TMID16135**
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	Bavya, Hemalatha
Sprint-1		Login	USN-2	As a customer, I can login to the application by entering correct email and password	1	High	Hemalatha
Sprint-1		Dashboard	USN-3	As a customer, I can see all the tickets raised by me and lot more	3	High	Monisha
Sprint-2		Ticket creation	USN-4	As a customer, I can create a new ticket with the detailed description of my query	2	High	Kavindra
Sprint-3		Address Column	USN-5	As a customer, I can have conversations with the assigned agent and get my queries clarified	3	High	Hemalatha, Kavindra
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	Monisha, Kavindra

Sprint	User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-4		Ticket details	USN-7	As a customer, I can see the current status of my tickets	2	Medium	Kavindra,Bavya
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	Monisha
Sprint-3		Dashboard	USN-2	As an agent, I can see all the tickets assigned to me by the admin	3	High	Kavindra
Sprint-3		Address Column	USN-3	As an agent, I get to have conversations with the customer and clear his/her queries	3	High	Hemalatha, Kavindra
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	Monisha, Kavindra
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	Bavya,Monisha
Sprint-1		Dashboard	USN-2	As an admin, I can see all the tickets raised in the entire system and lot more	3	High	Monisha, Kavindra
Sprint-2		Agent creation	USN-3	As an admin, I can create an agent for clarifying the customer's queries	2	High	Monisha, Hemalatha
Sprint-2		Assigning agent	USN-4	As an admin, I can assign an agent for each ticket created by the customer	3	High	Hemalatha, Bavya
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	Kavindra, Bavya

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

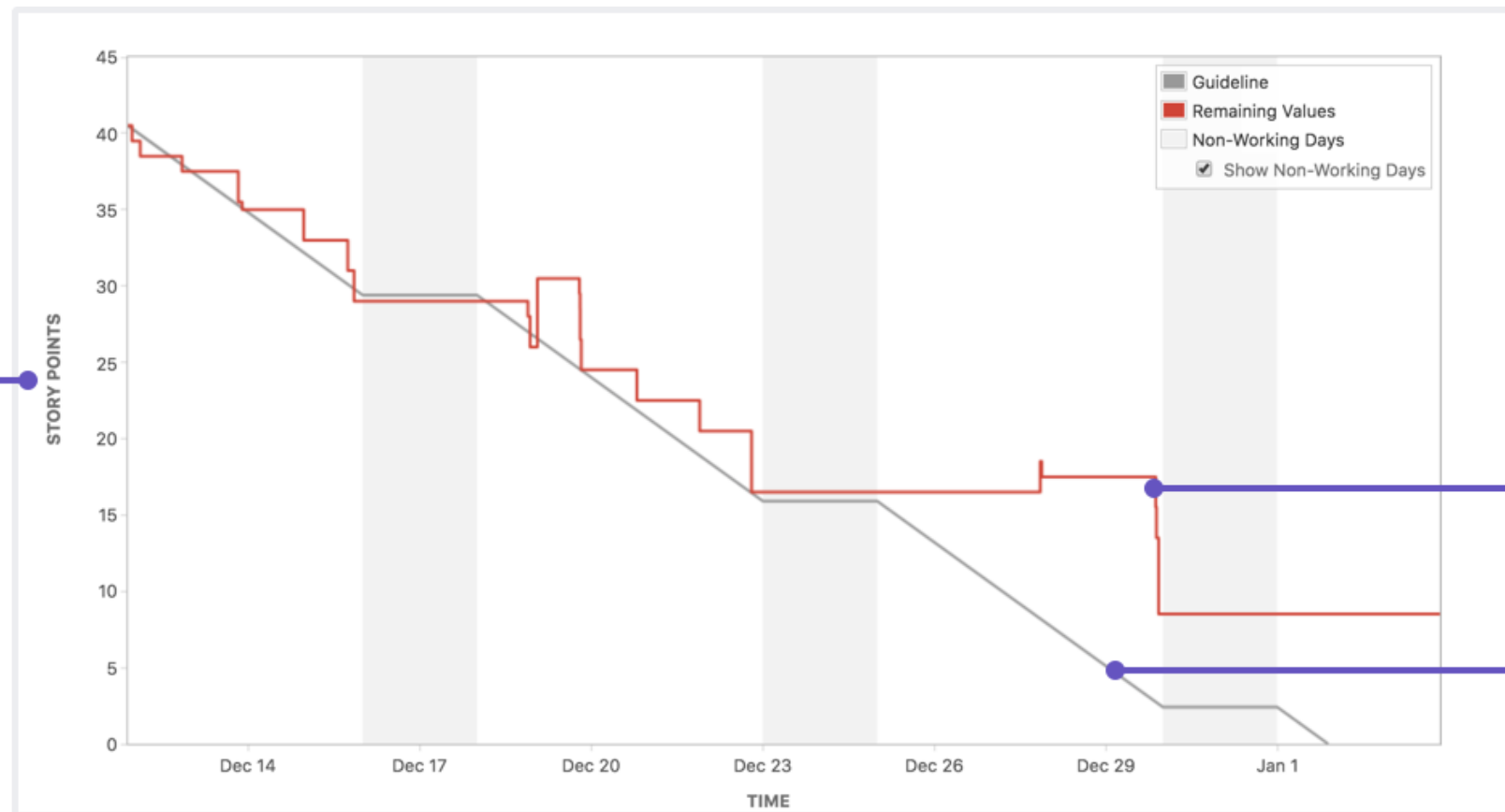| Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed (as on Planned End Date)	Sprint Release Date (Actual)
Sprint-1	10	6 Days	24 Oct 2022	29 Oct 2022	10	29 Oct 2022
Sprint-2	7	6 Days	31 Oct 2022	05 Nov 2022	7	05 Nov 2022
Sprint-3	11	6 Days	07 Nov 2022	12 Nov 2022	11	12 Nov 2022
Sprint-4	8	6 Days	14 Nov 2022	19 Nov 2022	8	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)

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

Burn down 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.