

## Project Planning Phase

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

Date	18 October 2022
Team ID	PNT2022TMID27274
Project Name	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	USN-1	As a user, I can register for the application by entering my email, password, and confirming my password.	2	High	Poovizhi P
Sprint-1		USN-2	As a user, I will receive confirmation email once I have registered for the application	1	High	Malini V
Sprint-1		USN-3	As a user, I can register for the application through Gmail	2	Low	Aishwarya B
Sprint-2	Login	USN-4	As a user, I can log into the application by entering email & password	2	Medium	Akula Haritha
Sprint-2	Dashboard	USN-5	As a user, I can see the issues/tickets raised by me and I can raise a new issues/tickets	2	High	Aishwarya B
Sprint-2		USN-6	As a user, I can raise a new issues/tickets with detailed descriptions of the issue	2	High	Poovizhi P
Sprint-3		USN-7	As a user, I can see the admin assigned an agent to the issue/ticket raised by me	1	Low	Malini V
Sprint-3	Notification	USN-8	As a user, I can receive an email notification alert once an agent is assigned to the issue	2	Medium	Aishwarya B
Sprint-3		USN-9	As a user, I can see the live status of the issues/tickets raised by me	1	Medium	Poovizhi P
Sprint-4	Chat	USN-10	As a user, I can chat with an agent more about the issue and I can get detailed explanation of the issue status	2	High	Akula Haritha

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-4	Graph	USN-11	As a user, I can get the detailed visual graphs based on the past issues	2	Medium	Malini V
Sprint-4		USN-12	As a user, I can modify the active issues raised by me	2	Medium	Akula Haritha

#### 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	20	29 Oct 2022
Sprint-2	20	6 Days	31 Oct 2022	05 Nov 2022	10	07 Nov 2022
Sprint-3	20	6 Days	07 Nov 2022	12 Nov 2022	10	07 Nov 2022
Sprint-4	20	6 Days	14 Nov 2022	19 Nov 2022	10	14 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)

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

