

Project Planning Phase

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

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|---------------|------------------------|
| Batch ID | B2-2M4E |
| Team ID | PNT2022TMID22588 |
| 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 | User Registration | USN-1 | As a customer, I can register for the application by entering my email, password, and confirming my password. | 5 | High | Rohini S |
| Sprint-1 | User Login | USN-2 | As a customer, I can login to the application by entering correct email and password . | 5 | Medium | Keerthika K |
| Sprint-1 | User Dashboard | USN-3 | As a customer, I can see all the tickets raised by me and lot more . | 2 | Medium | Pavithra R |
| Sprint-1 | Admin login | USN-4 | As an admin, I can login to the application by entering correct email and password . | 5 | High | Aishwarya R |

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|----------|----------------------|-------|------------------------------------------------------------------------------------|----|------|-------------|
| Sprint-1 | Admin Dashboard | USN-5 | As an admin, I can see all the tickets raised in the entire system and lot more | 3 | High | Rohini S |
| 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 | Keerthika K |

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|----------|-------------------------------|-------------------|--------------------------------------------------------------------------------------------------------------|--------------|----------|-------------------------|
| Sprint-2 | Assigning agent | USN-7 | As an admin, I can assign an agent for each ticket created by the customer. | 10 | High | Pavithra R |
| Sprint-3 | Address Column | USN-8 | As a customer, I can have conversations with the assigned agent and get my queries clarified | 10 | Medium | Aishwarya R |
| Sprint-3 | Chatbot | USN-9 | As a customer I can communicate with the virtual chatbot and getting my queries solved. | 10 | High | Rohini S, Keerthika K |
| 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 | Pavithra R, Aishwarya R |

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|----------|----------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------|----|--------|---------------------------------------------|
| Sprint-4 | Ticket details | USN-12 | As a customer, I can see the current status of my tickets . | 5 | Medium | Rohini S,Keerthika K |
| Sprint-4 | Deployment | USN-13 | Container of applications using docker kubernetes and deployment the application.Create the documentation and final submit the application. | 10 | High | Pavithra R,Rohini S,Keerthika K,Aishwarya R |

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 | 7 Days | 29 Oct 2022 | 06 Nov 2022 | 16 | 07 Nov 2022 |
| Sprint-2 | 20 | 7 Days | 05 Nov 2022 | 11 Nov 2022 | 12 | 12 Nov 2022 |
| Sprint-3 | 20 | 7 Days | 12 Nov 2022 | 18 Nov 2022 | 17 | 19 Nov 2022 |
| Sprint-4 | 20 | 7 Days | 19 Nov 2022 | 25 Nov 2022 | 14 | 26 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)

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