

Project Planning Phase

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

Date	18 October 2022
Team ID	PNT2022TMID27825
Project Name	Customer Care Registry
Maximum Marks	4 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.	3	medium	Farhana Sabreen M
Sprint-1	Login	USN-2	As a user, I can login using email and password.	2	low	Sindhu D
		USN-3	As a user, I can login using my google account.	3	medium	Malavika K R Aishwarya B
Sprint-2	Chatbot	USN-4	As a user, I can put forth my queries to the chatbot.	5	medium	Aishwarya B Farhana Sabreen M Malavika K R Sindhu D
Sprint-3	User - Agent Interaction	USN-5	As a user, I can ask my queries which are not resolved by chatbot to the assigned agent.	21	High	Aishwarya B Farhana Sabreen M Malavika K R Sindhu D
Sprint-3	Agent Assignment	USN-6	As a user, I can see which agent is assigned to solve my queries.	13	High	Aishwarya B Farhana Sabreen M Malavika K R Sindhu D
Sprint-4	Status Check	USN-7	As a user, I can check the status of my queries resolution.	8	medium	Malavika K R
Sprint-4	Feedback	USN-8	As a user, I can give feedback of the application and the agent as per the service provided.	2	low	Aishwarya B

STAND UP CALLS:**SPRINT 1: DEVELOPMENT OF LOGIN & REGISTRATION MODULES**

STAND UP CALL NUMBER	DATE	DISCUSSION POINT	CONTRIBUTOR(S)	STATUS
1	24 th October 2022	<ul style="list-style-type: none">Provision for the user to upload their photo and biodataColour to be chosen for the user interface	FARHANA SABREEN M SINDHU D MALAVIKA K R	Taken into consideration Colour chosen- blue green
2	25 th October 2022	<ul style="list-style-type: none">Opposition for provision for the user to upload their photo and biodataLogin based on roles	AISHWARYA B MALAVIKA K R FARHANA SABREEN M	Not taken for implementation Taken into consideration and implemented

3	26 th October 2022	<ul style="list-style-type: none"> • Login with gmail • Dropdown for selecting roles 	<p>SINDHU D AISHWARYA B</p> <p>AISHWARYA B</p>	<p>Taken into consideration and implemented</p> <p>Taken into consideration and implemented</p>
4	27 th October 2022	<ul style="list-style-type: none"> • Admin and agent has predefined credentials, only user needs to create credentials • Redirection from login page to registration page 	<p>FARHANA SABREEN M</p> <p>MALAVIKA K R</p>	<p>Taken into consideration and implemented</p> <p>Taken into consideration and implemented</p>
5	28 th October 2022	<ul style="list-style-type: none"> • Faced error during redirection • Fields for specifying age and gender in registration page 	<p>SINDHU D</p> <p>FARHANA SABREEN M</p>	<p>Rectified</p> <p>Taken into consideration and implemented</p>

SPRINT 2: DEVELOPMENT OF CHATBOT

STAND UP CALL NUMBER	DATE	DISCUSSION POINT	CONTRIBUTOR	STATUS
1	31 st October 2022	<ul style="list-style-type: none">• Naming the bot as BuddyBot• Defining the functionality of the bot• Customising the bot by elimination of predefined messages	AISHWARYA B MALAVIKA K R FARHANA SABREEN M SINDHU D MALAVIKA K R	Taken into consideration and named successfully Functionalities defined and implemented Bot is customised
2	01 st November 2022	<ul style="list-style-type: none">• Handling of unrecognised messages by redirecting to agent• Provision to handle FAQ	AISHWARYA B FARHANA SABREEN M SINDHU D FARHANA SABREEN M	Implemented by Malavika but got errors Taken into consideration and implemented

3	02 nd November 2022	<ul style="list-style-type: none"> • Clearing the errors • Making the bot capable to meet the standards expected by the customers • Making the bot capable of giving prioritized and precise answer to the queries put forth by the customers 	MALAVIKA K R AISHWARYA B FARHANA SABREEN M SINDHU D MALAVIKA K R SINDHU D AISHWARYA B	Error got rectified and implemented Quality is ensured
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