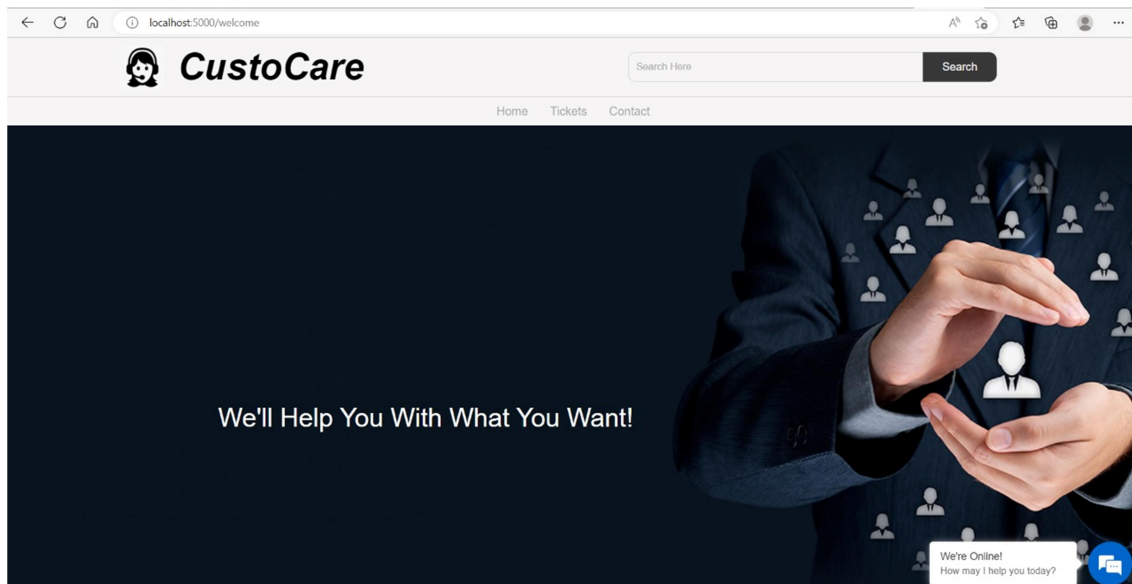


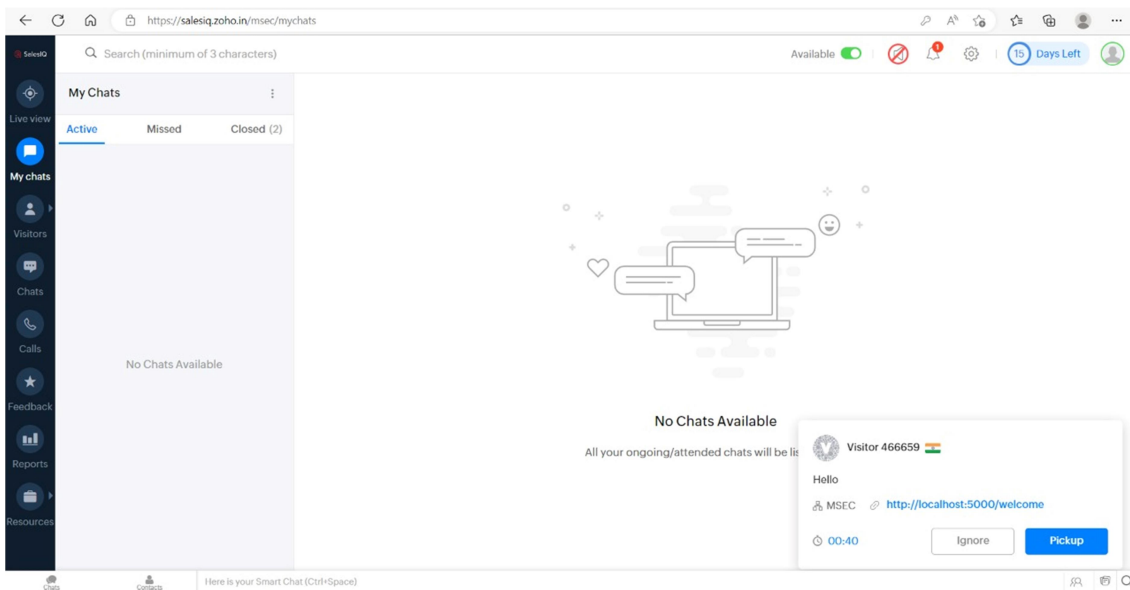
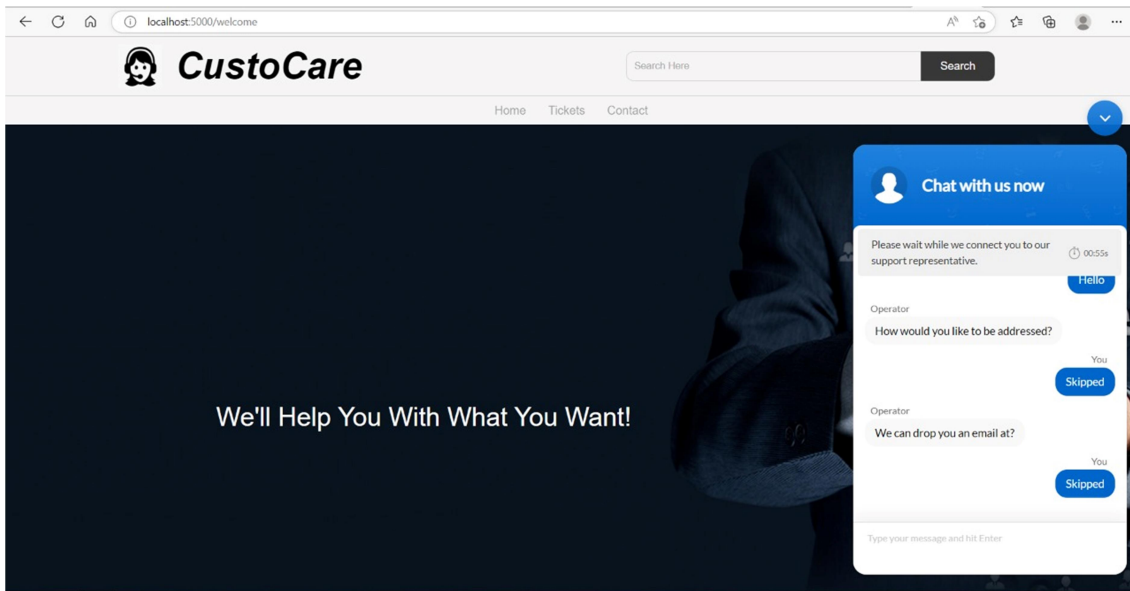
PROJECT DEVELOPMENT

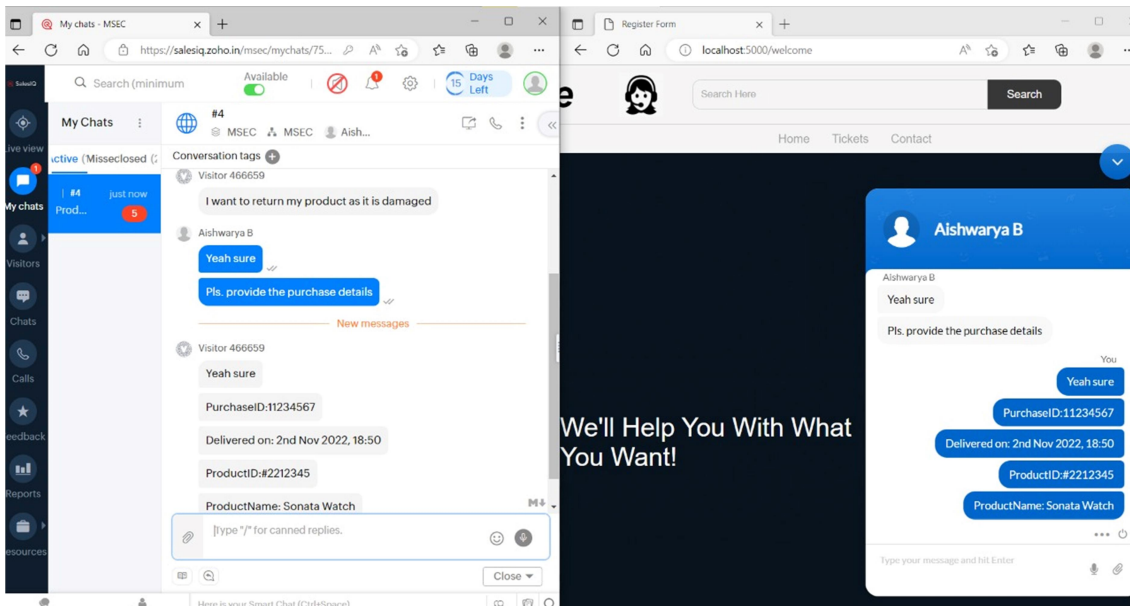
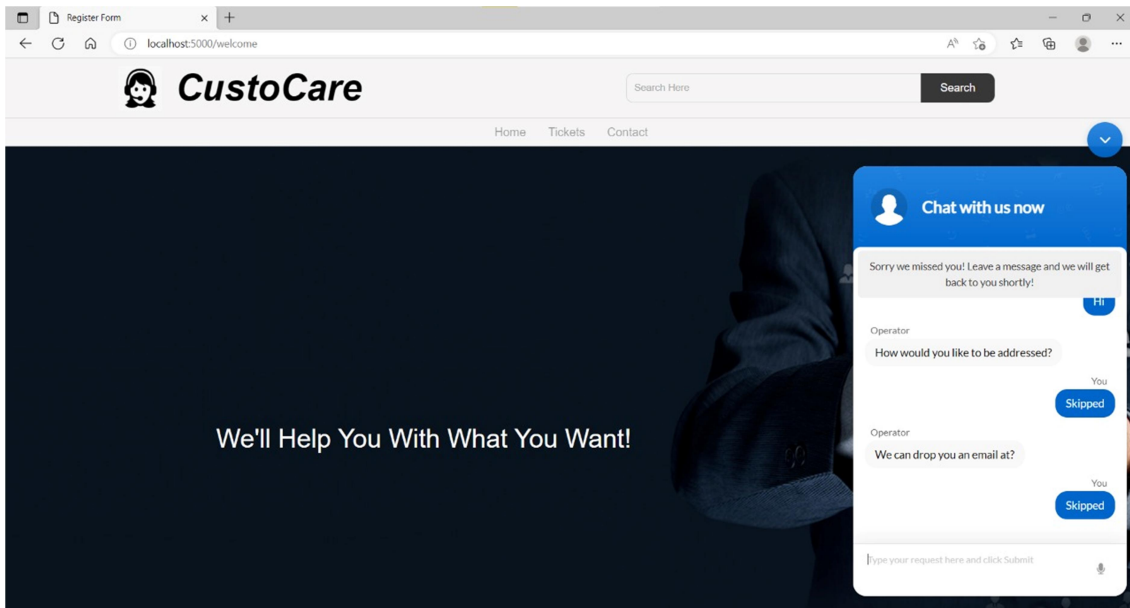
DELIVERY OF SPRINT – 3

DATE	12 NOVEMBER 2022
TEAM ID	PNT2022TMID27825
PROJECT NAME	CUSTOMER CARE REGISTRY

USER-AGENT INTERACTION AND UI:







JIRA:

	T	NOV	DEC	JAN '23	
Sprints	Sprint 1	Sprint 2	Sprint 3	Sprint 4	
> CCR-13 As a user, I can register for the appl... DONE					
> CCR-14 As a user, I can login using email an... DONE					
> CCR-16 As a user, I can put forth my queries... DONE					
> CCR-17 As a user, I can ask my queries which are...					
> CCR-18 As a user, I can see which agent is assigne...					
> CCR-19 As a user, I can check the status of my que...					
> CCR-20 As a user, I can give feedback of the applic...					

Customer Care Registry

Software project

PLANNING

Roadmap

Backlog

Board

DEVELOPMENT

Code

Project pages

Add shortcut

Project settings

You're in a team-managed project

Learn more

Set project and issue permissions. Try it in a 14-day trial of Jira Software Standard.

Projects / Customer Care Registry

Sprint 3

Create User-Agent Interaction

0 days remaining

Complete sprint

GROUP BY: None

Insights

TO DO

IN PROGRESS 2 ISSUES

DONE

Agent Assignment

AS A USER, I CAN SEE WHICH AGE...

CCR-10

Create User-Agent Interaction

AS A USER, I CAN ASK MY QUERIE...

CCR-5

Quickstart

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Sprint 3

Create User-Agent Interaction

0 days remaining

Complete sprint

GROUP BY: None

Insights

TO DO

IN PROGRESS

DONE 2 ISSUES

Agent Assignment

AS A USER, I CAN SEE WHICH AGE...

CCR-10

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CCR-5

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Backlog

GROUP BY: None

Insights

Sprint 3 5 Nov – 12 Nov (2 issues)

Complete sprint

CCR-10 Agent Assignment

AS A USER, I CAN SEE WHICH AGE...

DONE

CCR-5 Create User-Agent Interaction

AS A USER, I CAN ASK MY QUERIE...

DONE

Sprint 4 Status Check 14 Nov – 19 Nov (2 issues)

Start sprint

CCR-7 Create Status Check for the user

AS A USER, I CAN CHECK THE STAT...

TO DO

CCR-12 create and integrate feedback form

AS A USER, I CAN GIVE FEEDBACK ...

TO DO

Quickstart

SPRINT 3: CREATE USER AGENT INTERACTION AND USER ASSIGNMENT

STAND UP CALL NUMBER	DATE	DISCUSSION POINT	CONTRIBUTOR	STATUS
1	5 th November 2022	<ul style="list-style-type: none">• User has to interact directly with agent.• No intermediate or interface should be present• User and agent interaction should be private	AISHWARYA B FARHANA SABREEN M MALAVIKA K R SINDHU D MALAVIKA K R	Functionalities defined and implemented to direct contact. Taken into consideration and implemented Taken into consideration and implemented

2	7th November 2022	<ul style="list-style-type: none"> Each agent should respond to the user the status of their service. A user has to be assigned to a single agent. A agent can provide correct and exact status of the queries of product Customers can chat with agent 24/7 	<p>FARHANA SABREEN M</p> <p>SINDHU D AISHWARYA B</p> <p>MALAVIKA K R FARHANA SABREEN M</p> <p>AISHWARYA B</p>	<p>Implemented by Malavika</p> <p>Taken into consideration and implemented</p> <p>Taken into consideration</p> <p>Consider and Implemented.</p>
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3	11th November 2022	<ul style="list-style-type: none"> • Add the user agent interaction directly into webpage. 	MALAVIKA K R AISHWARYA B	Implemented
		<ul style="list-style-type: none"> • Making the chat capable to meet the standards expected by the customers 	FARHANA SABREEN M SINDHU D	Quality is ensured
		<ul style="list-style-type: none"> • A user should ask queries only related to the product or service that they need to be resolved and not any irrelevant query. 	MALAVIKA K R SINDHU D AISHWARYA B	Taken into consideration and implemented.