

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