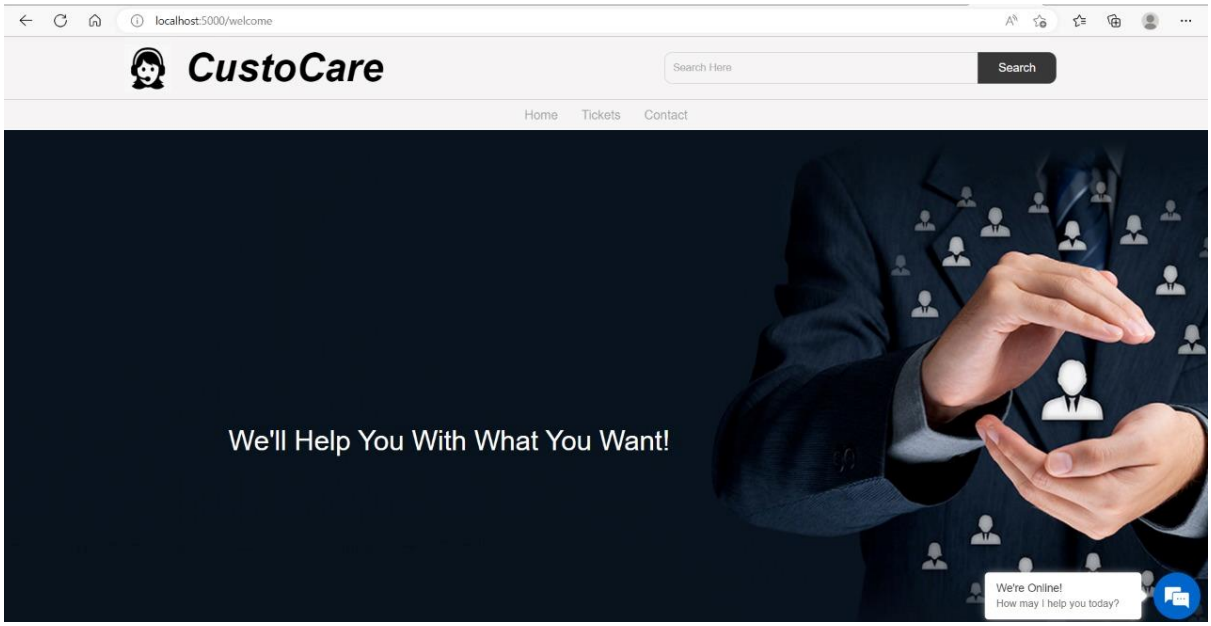
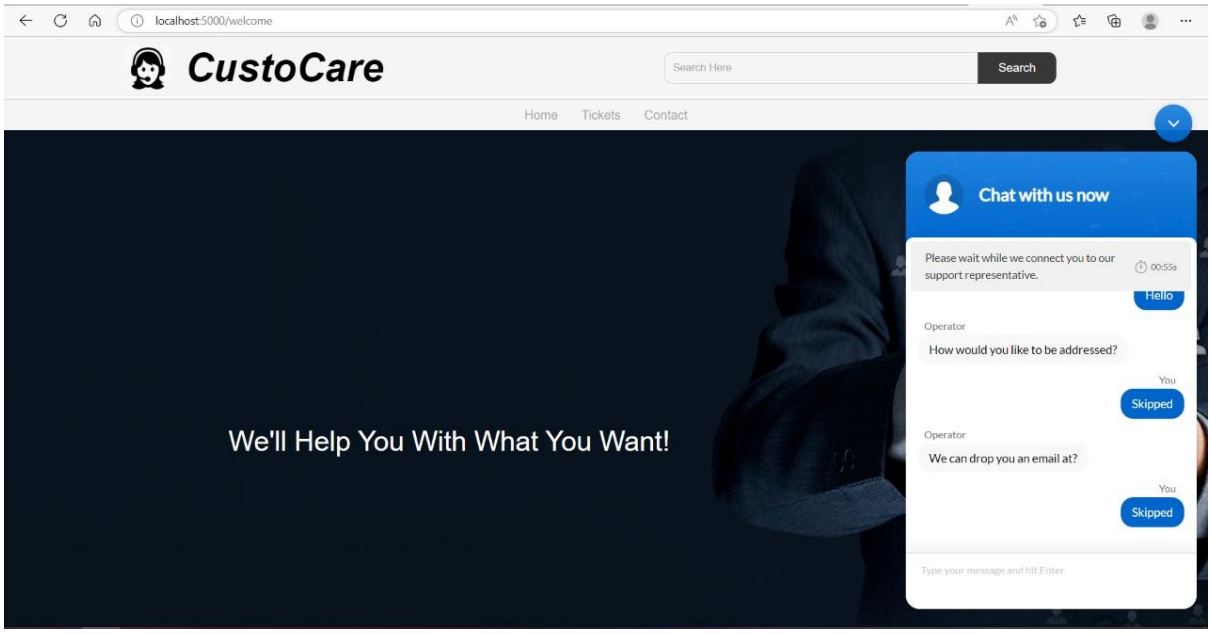
PROJECT DEVELOPMENT

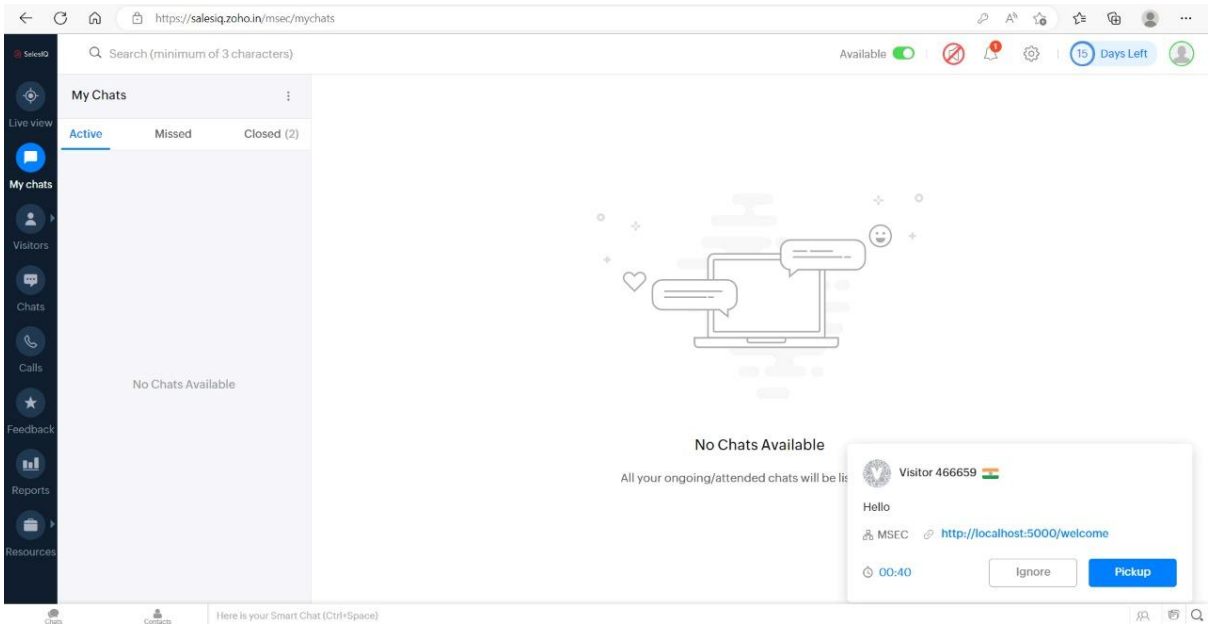
DELIVERY OF SPRINT - 3

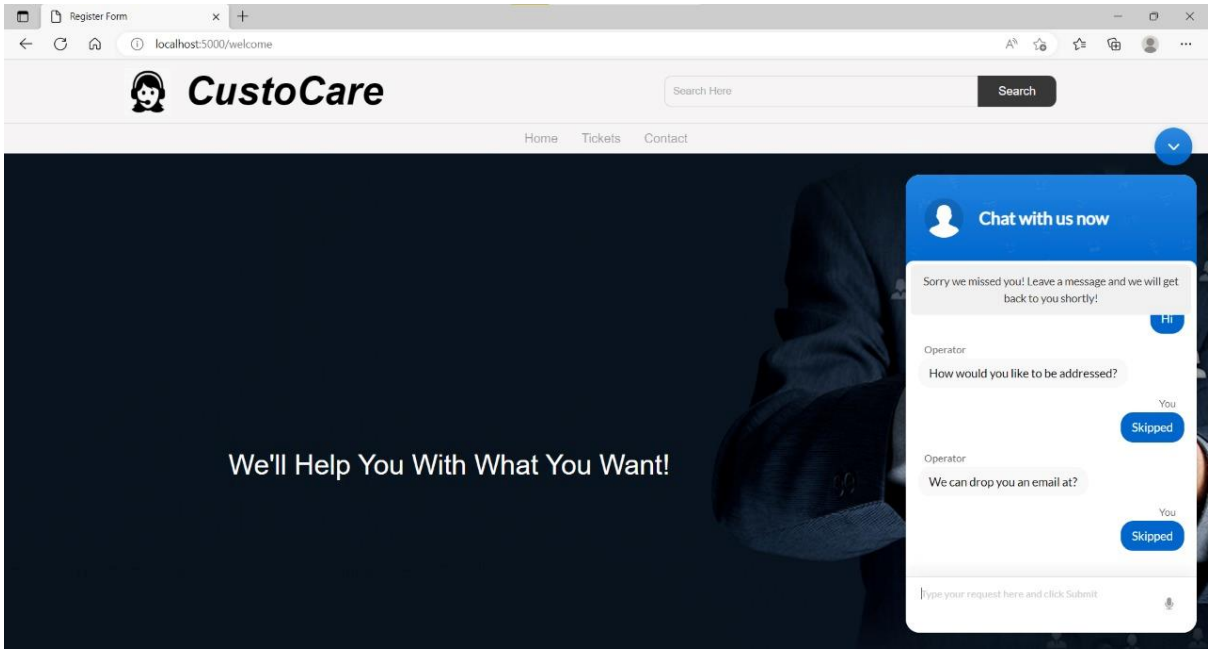
DATE	**12 NOVEMBER 2022**
TEAM ID	**PNT2022TMID27825**
PROJECT NAME	**CUSTOMER CARE REGISTRY**

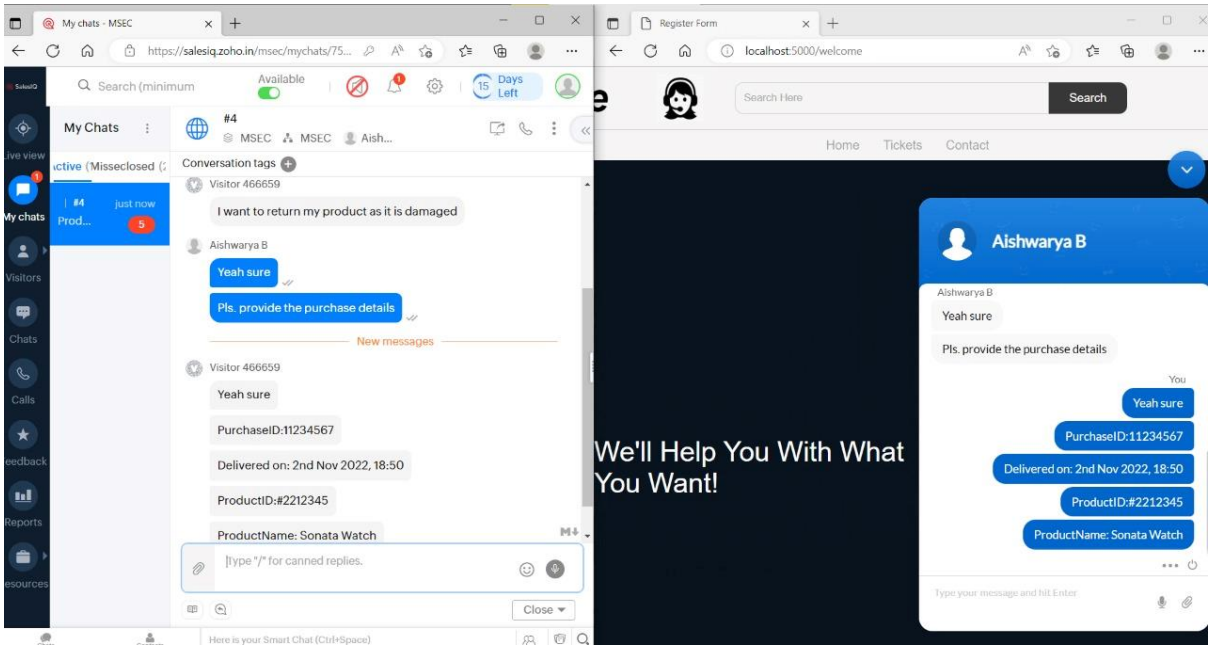
USER-AGENT INTERACTION AND UI:



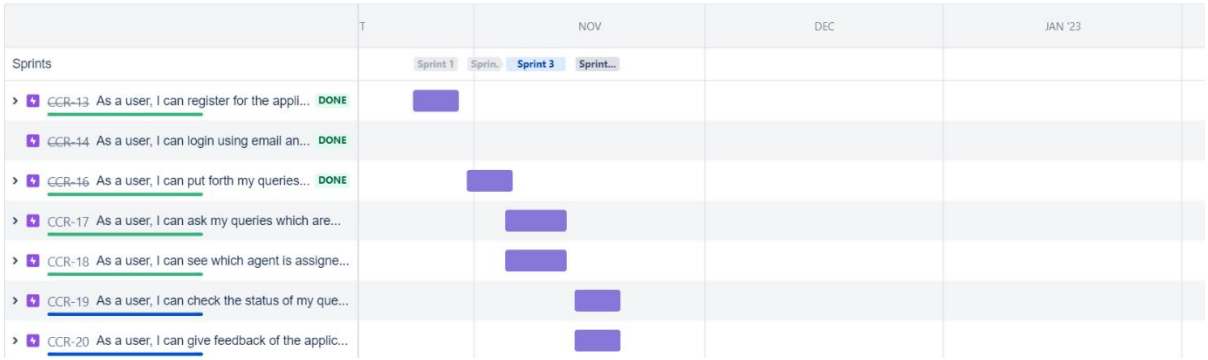


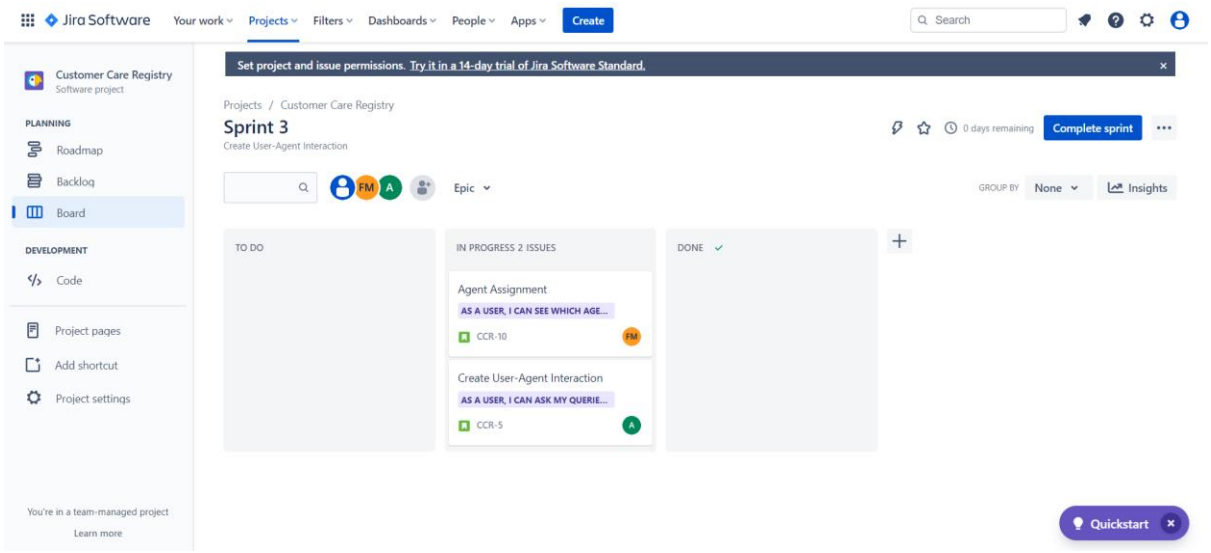

https://salesiq.zoho.in/msec/mychats
Search (minimum of 3 characters)
Available
15 Days Left
My Chats
Active
Missed
Closed (2)
Live view
My chats
Visitors
Chats
Calls
Feedback
Reports
Resources
No Chats Available
No Chats Available
All your ongoing/attended chats will be lis
Visitor 466659
Hello
MSEC
http://localhost:5000/welcome
00:40
Ignore
Pickup
Here is your Smart Chat (Ctrl+Space)

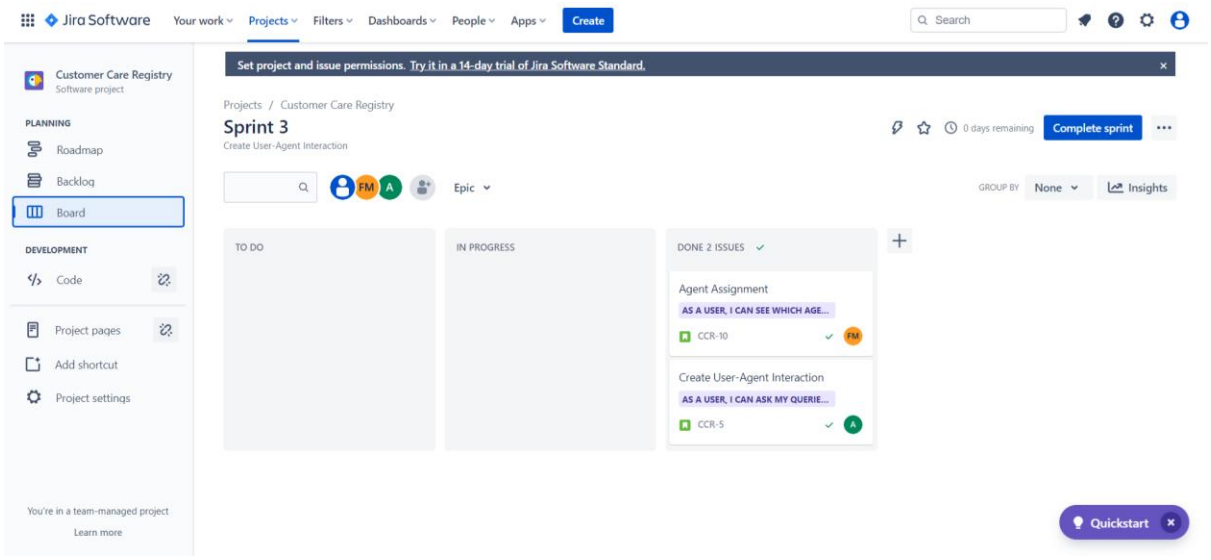

Register Form
localhost:5000/welcome
CustoCare
Search Here
Search
Home
Tickets
Contact
We'll Help You With What You Want!
Chat with us now
Sorry we missed you! Leave a message and we will get back to you shortly!
Hi
Operator
How would you like to be addressed?
You
Skipped
Operator
We can drop you an email at?
You
Skipped
Type your request here and click Submit


My chats - MSEC
https://salesiq.zoho.in/msec/mychats/75...
Search (minimum
Available
Days Left
My Chats
#4
MSEC
MSEC
Aish...
Conversation tags
Visitor 466659
I want to return my product as it is damaged
Aishwarya B
Yeah sure
Pls. provide the purchase details
New messages
Visitor 466659
Yeah sure
PurchaseID:11234567
Delivered on: 2nd Nov 2022, 18:50
ProductID:#2212345
ProductName: Sonata Watch
Type "/" for canned replies.
Close
Here is your Smart Chat (Ctrl+Space)
Register Form
localhost:5000/welcome
Search Here
Search
Home
Tickets
Contact
We'll Help You With What You Want!
Aishwarya B
Aishwarya B
Yeah sure
Pls. provide the purchase details
You
Yeah sure
PurchaseID:11234567
Delivered on: 2nd Nov 2022, 18:50
ProductID:#2212345
ProductName: Sonata Watch
Type your message and hit Enter

JIRA:


NOV
DEC
JAN '23
Sprints
Sprint 1
Sprint 3
CCR-13 As a user, I can register for the appli... 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...


Jira Software
Your work
Projects
Filters
Dashboards
People
Apps
Create
Search
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
Epic
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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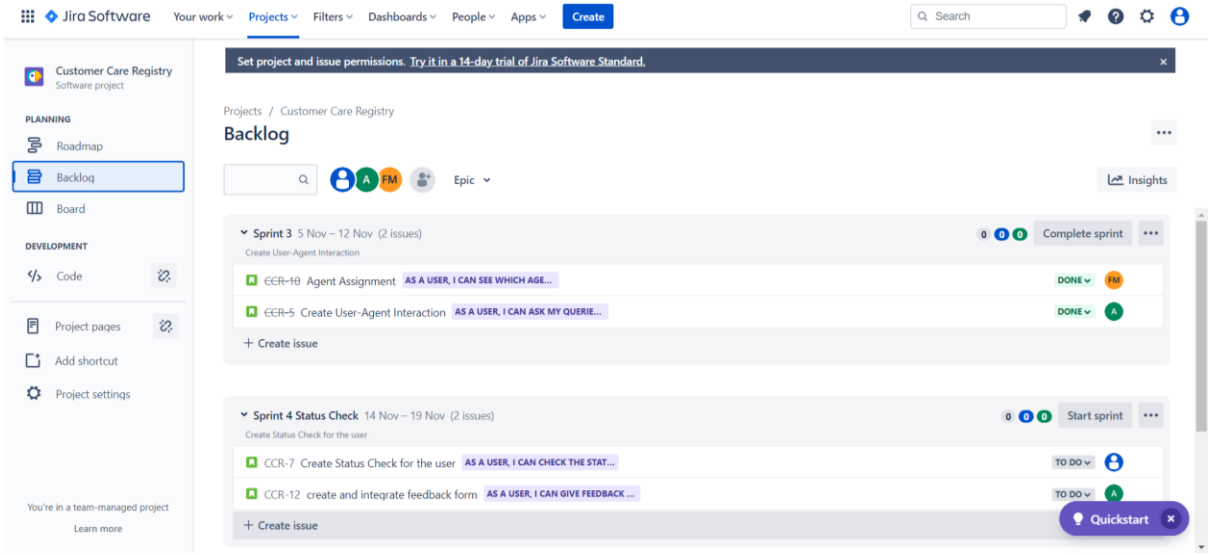
Quickstart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Projects / Customer Care Registry
Backlog
Epic
Insights
Sprint 3 5 Nov – 12 Nov (2 issues)
Create User-Agent Interaction
Complete sprint
CCR-10 Agent Assignment
AS A USER, I CAN SEE WHICH AGE...
DONE
CCR-5 Create User-Agent Interaction
AS A USER, I CAN ASK MY QUERIE...
DONE
Create issue
Sprint 4 Status Check 14 Nov – 19 Nov (2 issues)
Create Status Check for the user
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
Create issue
Quickstart