CUSTOMER CARE REGISTRY

PROJECT PLANNING

TEAM DETAILS

Team ID   **:** PNT2022TMID10774

College Name   **:** IFET college of Engineering

Department   **:** Electronics and communication Engineering

Date	8 October 2022
Team ID	PNT2022TMID10774
Project Name	Customer's preferrable channel
Maximum Marks	8 Marks

PROJECT PLANNING

Product Backlog, Sprint Schedule, and Estimation (4 Marks)

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	Download fresh desk	USN-1	The user or the customer have to download the Freshdesk software	20	High	S. Sathiyakala D. Ramya
Sprint-2	Create account and sign in	USN-2	Then the customer should create an account and the sign in to the account which was created.	20	High	K. Srivardhini D. Ramya
Sprint-3	Choose preferable channel using fresh desk with chatbot	USN-3	The user can directly talk to Chatbot regarding the services or the preferrable channel can be choose by the customer.	20	High	R. Preethi K.Srivardhini
Sprint-4	Do service for customers and end	USN-4	Once the above steps are done by the customer, the process is handover to the admin. They do service for the customer need	20	High	S. Sathiyakala R.preethi

PROJECT PLANNING

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	3 Days	8 Oct 2022	10 Oct 2022	yes	10 Oct 2022
Sprint-2	20	2 Days	11 Oct 2022	13 oct 2022	yes	13 oct 2022
Sprint-3	20	3 Days	15 oct 2022	17 oct 2022	yes	17 oct 2022
Sprint-4	20	4 Days	18 oct 2022	21 oct 2022	yes	21 oct 2022

Thank you