**Project Planning Phase**

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

|  |  |
| --- | --- |
| Date | 18 October 2022 |
| Team ID | PNT2022TMID23421 |
| Project Name | Project – Customer Care Registry |
| Maximum Marks | 8 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. | 2 | High | Venkateshwar A, Sekarmoorthy |
| Sprint-1 |  | USN-2 | As a user, I will receive confirmation email once I have registered for the application | 1 | High | Theja C, John Kamal Kumar |
| Sprint-2 |  | USN-3 | As a user, I can register for the application through Google. | 2 | Low | Sekarmoorthy, Theja C |
| Sprint-1 |  | USN-4 | As a user, I can register for the application through Gmail | 2 | Medium | Venkateshwar A, Sekarmoorthy |
| Sprint-1 | Login | USN-5 | As a user, I can log into the application by entering email & password | 1 | High | John Kamal Kumar, Sekarmoorthy |
| Sprint-1 | Dashboard | USN-6 | As a user I should be able to navigate and access all the features hassle free | 1 | Medium | Sekarmoorthy, Venkateshwar A |
| Sprint-1 | Layout | USN-7 | As a user I should be able to access the portal with different devices with the same comfort | 1 | Medium | Theja C, Sekarmoorthy |
| Sprint-3 | User Segregation and data access | USN-8 | As CTS executive I should be able to resolve tickets and priorities the tickets based on ticket status | 2 | High | John Kamal Kumar, Sekarmoorthy |
| Sprint -2 | Validating tickets | USN-9 | As a admin I should be able to monitor the raised tickets and safeguard customer’s from spam. | 2 | Medium | Venkateshwar A, Theja C |
| Sprint-2 | Change code | USN-10 | As a administrator I should be able to fix errors before its affects the user experience. | 2 | Medium | Sekarmoorthy |
| Sprint-3 | Assign chat services | USN-11 | When the agent Is assigned the chat service should also be established | 1 | High | Sekarmoorthy, Theja C, Venkateshwar A |

**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 | 6 Days | 24 Oct 2022 | 29 Oct 2022 | 20 | 29 Oct 2022 |
| Sprint-2 | 20 | 6 Days | 31 Oct 2022 | 05 Nov 2022 | 20 | 05 Nov 2022 |
| Sprint-3 | 20 | 6 Days | 07 Nov 2022 | 12 Nov 2022 | 20 | 12 Nov 2022 |
| Sprint-4 | 20 | 6 Days | 14 Nov 2022 | 19 Nov 2022 | 20 | 19 Nov 2022 |

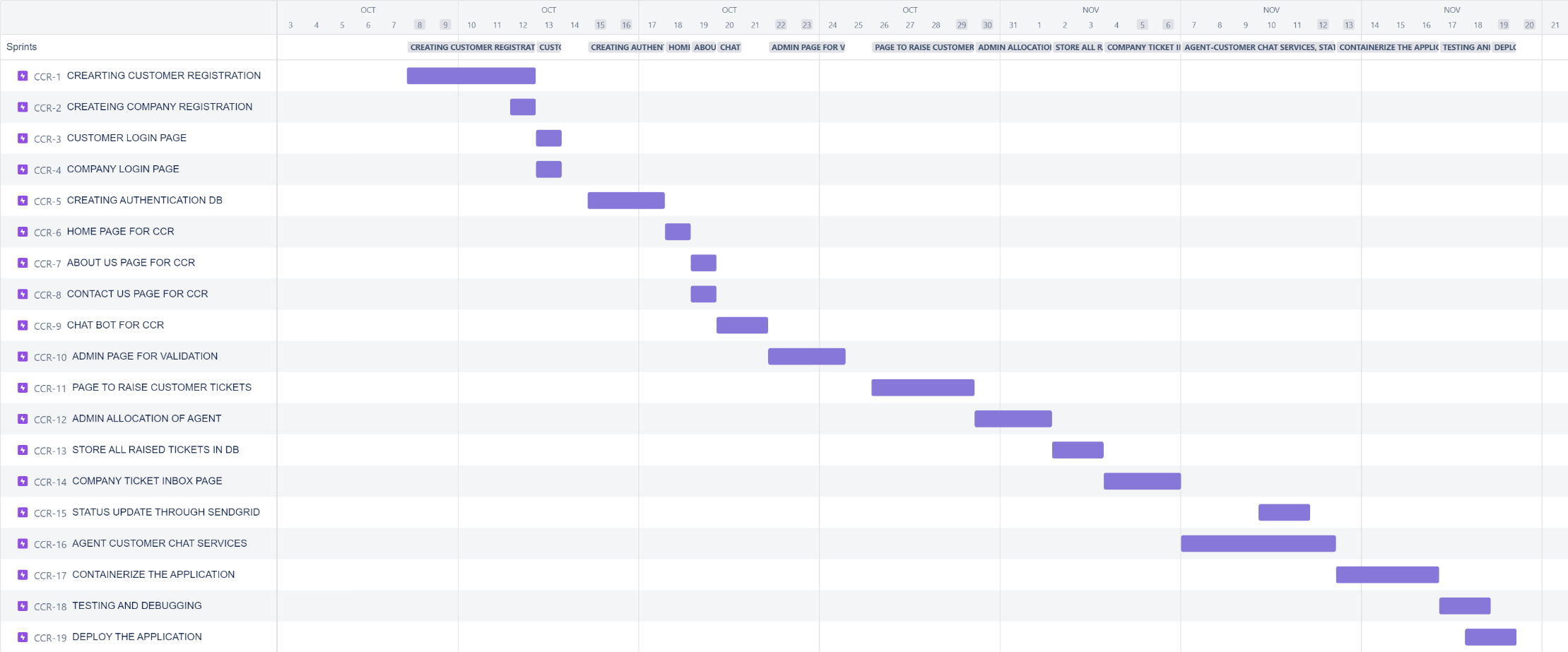
**Velocity:**

Imagine we have a 10-day sprint duration, and the velocity of the team is 20 (points per sprint). Let’s calculate the team’s average velocity (AV) per iteration unit (story points per day)



**Burndown Chart:**

A burn down chart is a graphical representation of work left to do versus time. It is often used in agile[software development](https://www.visual-paradigm.com/scrum/what-is-agile-software-development/) methodologies such as [Scrum](https://www.visual-paradigm.com/scrum/scrum-in-3-minutes/). However, burn down charts can be applied to any project containing measurable progress over time.

****