

IBM PROJECT



CUSTOMER CARE REGISTRY

PROJECT PLANNING



AGENDA

- Introduction
- Team Details
- PROJECT PLANNING
- Conclusion



INTRODUCTION

An online comprehensive Customer Care Solution is to manage their customer interaction and complaints with the Service Providers over phone or through messages and e-mail. The system should have capability to integrate with any Service Provider from any domain or industry like Banking, Telecom, Insurance, etc.



TEAM DETAILS

Team No: PNT2022TMID02887

College Name: SRI KRISHNA COLLEGE OF
ENGINEERING AND TECHNOLOGY

Department: INFORAMTION TECHNOLOGY



TEAM MEMBERS:

DEENA THAYALAN S

CHUJEETHA R

DHIVESH D

CHANDRU S

PROJECT PLANNING

DATE	04.10.2022
TEAM ID	PNT2022TMID02887
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	4marks

PROJECT PLANNING

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

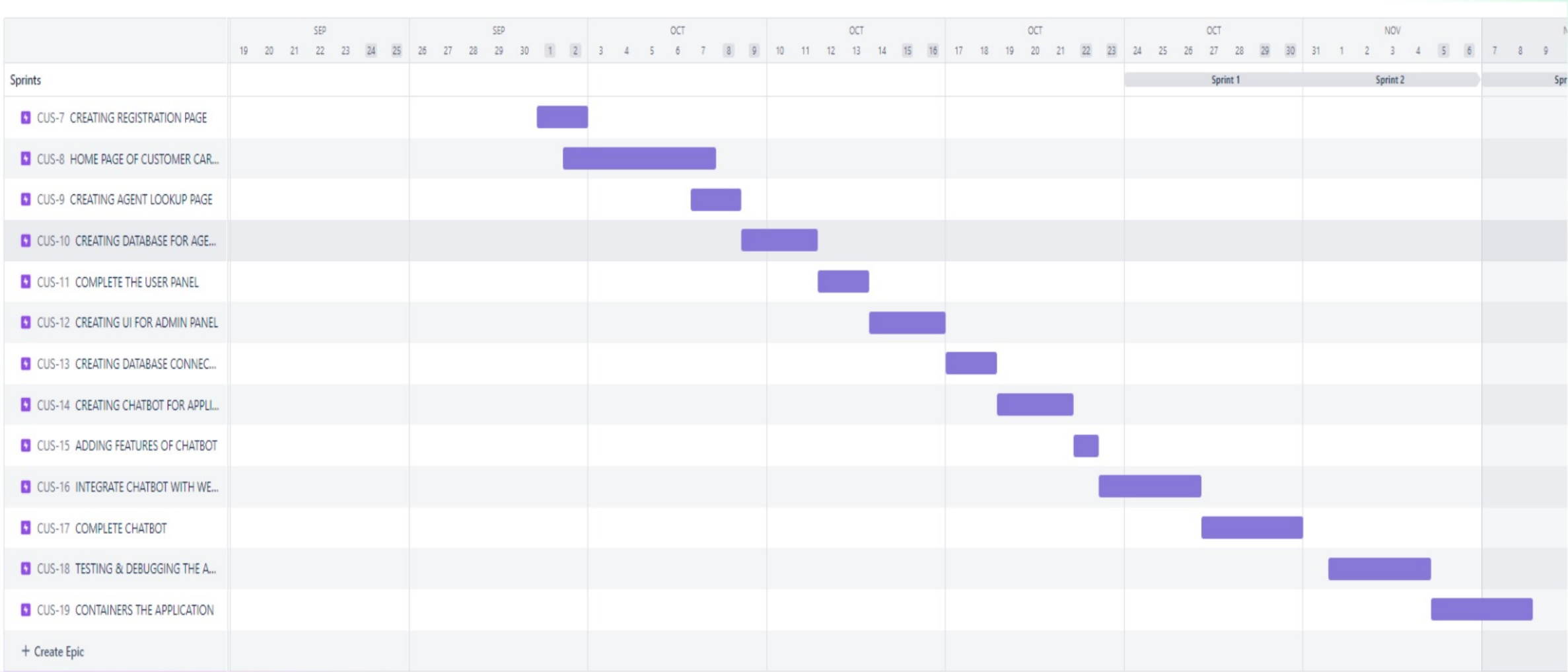
Use the below template to create product backlog and sprint schedule

Sprint	Functional Requirement	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	User Panel	CUS-1	The user will login into the website and go through the services available on the webpage	20	High	DEENATHAYALAN S CHUJEETHA R DHIVESH D
Sprint-2	Admin panel	CUS-2	The role of the admin is to check out the database about the availability and have a track of ll the things that the users are going to service	20	High	DEENATHAYALAN S CHANDRU S
Sprint-3	Chat bot	CUS-3	The user can directly talk to Chatbot regarding the services. Get the recommendations based on information provided by the user.	20	High	DHIVESH D CHANDRU S
Sprint-4	Final Delivey	CUS-4	Container of applications using docker Kubernetes and deployment the application. Create the documentation and final submit the application	20	High	CHUJEETHA R DHIVESH D CHANDRU S

PROJECT PLANNING

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date	Story Points Completed (as on Planned End Date)	Sprint Release Date (Actual)
Sprint-1	20	7 days	24-Sep-2022	30-Sep-2022		30-Sep-2022
Sprint-2	20	7 days	30-Sep-2022	07-Oct-2022		07-Oct-2022
Sprint-3	20	7 days	07-Oct-2022	14-Oct-2022		14-Oct-2022
Sprint-4	20	7 days	14-Oct-2022	21-Oct-2022		21-Oct-2022

BURNDOWN CHART





THANK YOU