

Project Planning Phase

(Product Backlog, Sprint Planning, Stories, Story points)

Date	28.10.2022
Team ID	PNT2022TMID18613
Project Name	Customer Care Registry
Maximum Marks	8 Marks

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	Registration	USN-1	Customer: I can register for the application by entering my email and password	3	High	Viruchith Srivignesh Shrishtidharan Venkatesh
		USN-2	Customer: I will receive a confirmation email once I have registered for the application	2	High	Viruchith Srivignesh Shrishtidharan Venkatesh
	Login	USN-3	Customer: I can log into the application by entering my email & password	3	High	Viruchith Srivignesh Shrishtidharan Venkatesh

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
SPRINT-2	Dashboard	USN-4	Agent: View assigned complaints.	5	High	Viruchith Srivignesh Shrishtidharan Venkatesh
		USN-5	Agent: Resolve assigned complaints.	5	High	Viruchith Srivignesh Shrishtidharan Venkatesh
	Service	USN-6	Agent: Intimate the user about complaint status	5	High	Viruchith Srivignesh Shrishtidharan Venkatesh

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
SPRINT-3	Service	USN-7	ADMIN: Add new agents to handle complaints	3	Medium	Viruchith Srivignesh Shrishtidharan Venkatesh
		USN-8	ADMIN: Assign complaints to agents.	3	Medium	Viruchith Srivignesh Shrishtidharan Venkatesh
		USN-9	ADMIN: Change email or password.	3	Low	Viruchith Srivignesh Shrishtidharan Venkatesh

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
SPRINT-4	Service	USN-10	Customer: I need to be notified via email when I open a new complaint / ticket.	5	High	Viruchith Srivignesh Shrishtidharan Venkatesh
		USN-11	Agent: I need to be notified via email, when I am assigned a new complaint from a customer..	3	Low	Viruchith Srivignesh Shrishtidharan Venkatesh
		USN-12	Customer: I need to be notified via email when a new agent has been assigned via email.	5	High	Viruchith Srivignesh Shrishtidharan Venkatesh
		USN-13	Customer: I need to be notified via email when the issue has been resolved.	5	High	Viruchith Srivignesh Shrishtidharan Venkatesh

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	25 Oct 2022	30 Oct 2022	20	30 Oct 2022
Sprint-2	20	6 Days	30 Oct 2022	06 Nov 2022	20	06 Nov 2022
Sprint-3	20	6 Days	06 Nov 2022	11 Nov 2022	20	11 Nov 2022
Sprint-4	20	6 Days	13 Nov 2022	17 Nov 2022	20	17 Nov 2022