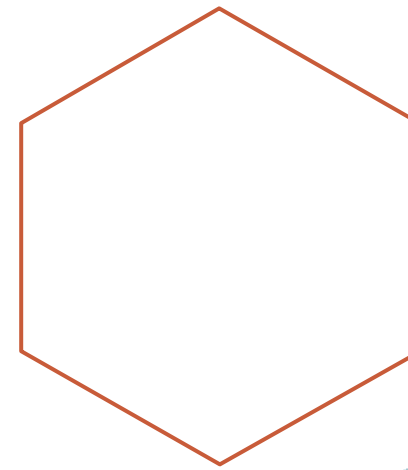# CUSTOMER CARE REGISTRY

PROJECT PLANNING

TEAM DETAILS:

Team No : PNT2022TMID18754
College Name : SONA COLLEGE OF TECHNOLOGY
Department : INFORMATION TECHNOLOGY

Date	17 November 2022
Team ID	PNT2022TMID18754
Project Name	Customer Care Registry
Maximum Marks	8 Marks

PROJECT PLANNING

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	User Panel	USN-1	The user will login into the website and gothrough the services available on the webpage	20	High	1.RAGHUL DAVID.M 2.PRAVEEN .T 3.RAKSHITH.R 4.RAJ KUMAR K.S
Sprint-2	Admin panel	USN-2	The role of the admin is to check out the database about the availability and have a trackof all the things that the users are going to service	20	High	1.RAGHUL DAVID.M 2.PRAVEEN .T 3.RAKSHITH.R 4.RAJ KUMAR K.S
Sprint-3	Chat Bot	USN-3	The user can directly talk to Chatbot regarding the services. Get the recommendations based on information provided by the user.	20	High	1.RAGHUL DAVID.M 2.PRAVEEN .T 3.RAKSHITH.R 4.RAJ KUMAR K.S

Sprint-4	final delivery	USN-4	Container of applications using docker kubernetes and deployment the application.Create the documentation and final submit the application	20	High	1.RAGHUL DAVID.M 2.PRAVEEN .T 3.RAKSHITH.R 4.RAJ KUMAR K.S

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

$$AV = \frac{sprint\ duration}{velocity} = \frac{20}{10} = 2$$

BURNDOWN CHART

Sprints	OCT	OCT	OCT	OCT	NOV	NOV	NOV
RS-1 CREATING REGISTER/LOGIN PAGE							
RS-2 HOME PAGE OF CUSTOMER CARE REGISTRY							
RS-3 CREATING AGENT LOOKUP PAGE							
RS-4 CREATING DATABASE FOR AGENT AND CUSTOM...							
RS-5 COMPLETING THE USER PANEL							
RS-6 CREATING UI FOR ADMIN PANEL							
RS-7 CREATING DATABASE CONNECTION FOR USER P...							
RS-9 CREATING CHATBOT FOR APPLICATION							
RS-10 ADDING FEATURES OF CHATBOT							
RS-11 INTEGRATE CHATBOT WITH WEBSITE							
RS-12 COMPLETING CHATBOT							
RS-13 TESTING & DEBUGGING THE APPLICATION							
RS-14 CONTAINERS THE APPLICATIONS							
RS-15 DEPLOY THE APPLICATION							