**CLOUD APPLICATION DEVELOPMENT**

**Project Planning Phase**

**Project Planning** (Product Backlog, Sprint Planning, Stories, Stories, Story Points)

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| --- | --- |
| Date | 17 November 2022 |
| Team ID | PNT2022TMID36073 |
| Project Name | Customer Care Registry |
| Maximum Mark | 8 Marks |

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

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| --- | --- | --- | --- | --- | --- | --- | --- |
| Sprint | User Type | **Functional**  **Requirement**  **(Epic)** | **User**  **Story**  **Number** | **User Story** | **Story**  **Points** | **Priority** | **Team Members** |
| Sprint-1 | Customer  (Web User) | Registration | USN-1 | As a customer, I can register for the application by  entering my email, password, and confirming my  password. | 2 | High | Harishbabu.R.L  Pavankumar.D  Katarilakshmipathi  Mohan.A |
| Sprint-1 |  | Login | USN-2 | As a customer, I can login to the application by entering  correct email and password | **1** | High | Harishbabu.R.L  Pavankumar.D  Katarilakshmipathi  Mohan.A |
| Sprint-1 |  | Dashboard | USN-3 | As a customer, I can see all the tickets raised by me  and lot more | **3** | High | Harishbabu.R.L  Pavankumar.D  Katarilakshmipathi  Mohan.A |
| Sprint-2 |  | Ticket creation | USN-4 | As a customer, I can create a new ticket with the  detailed description of my query | **2** | High | Harishbabu.R.L  Pavankumar.D  Katarilakshmipathi  Mohan.A |
| Sprint-3 |  | Address Column | USN-5 | As a customer, I can have conversations with the  assigned agent and get my queries clarified | **3** | High | Harishbabu.R.L  Pavankumar.D  Katarilakshmipathi  Mohan.A |
| Sprint-3 |  | Forgot password | USN-6 | As a customer, I can reset my password by this option  in case I forgot my old password | **2** | Medium | Harishbabu.R.L  Pavankumar.D  Katarilakshmipathi  Mohan.A |
| Sprint-4 |  | Ticket details | USN-7 | As a customer, I can see the current status of my  tickets | 2 | Medium | Harishbabu.R.L  Pavankumar.D  Katarilakshmipathi  Mohan.A |
| Sprint-3 | Agent  (Web user) | Login | USN-1 | As an agent, I can login to the application by entering  correct email and password | 2 | High | Harishbabu.R.L  Pavankumar.D  Katarilakshmipathi  Mohan.A |
| Sprint-3 |  | Dashboard | USN-2 | As an agent, I can see all the tickets  assigned to me by the admin | 3 | High | Harishbabu.R.L  Pavankumar.D  Katarilakshmipathi  Mohan.A |
| Sprint-3 |  | Address Column | USN-3 | As an agent, I get to have conversations with the  customer and clear his/her queries | 3 | High | Harishbabu.R.L  Pavankumar.D  Katarilakshmipathi  Mohan.A |
| Sprint-4 |  | Forgot password | USN-4 | As an agent, I can reset my password by this option in  case I forgot my old password | 2 | Medium | Harishbabu.R.L  Pavankumar.D  Katarilakshmipathi  Mohan.A |
| Sprint-1 | Admin  (Web user) | Login | USN-1 | As an admin, I can login to the application by entering  correct email and password | 1 | High | Harishbabu.R.L  Pavankumar.D  Katarilakshmipathi  Mohan.A |
| Sprint-1 |  | Dashboard | USN-2 | As an admin, I can see all the tickets  raised in the entire system and lot more | 3 | High | Harishbabu.R.L  Pavankumar.D  Katarilakshmipathi  Mohan.A |
| Sprint-2 |  | Agent creation | USN-3 | As an admin, I can create an agent for clarifying the  customer’s queries | 2 | High | Harishbabu.R.L  Pavankumar.D  Katarilakshmipathi  Mohan.A |
| Sprint-2 |  | Assigning agent | USN-4 | As an admin, I can assign an agent for each ticket  created by the customer | 3 | High | Harishbabu.R.L  Pavankumar.D  Katarilakshmipathi  Mohan.A |
| Sprint-4 |  | Forgot password | USN-4 | As an admin, I can reset my password by this option in  case I forgot my old password | 2 | Medium | Harishbabu.R.L  Pavankumar.D  Katarilakshmipathi  Mohan.A |

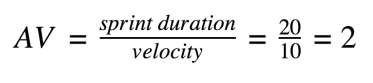
**Project Tracker, Velocity & Burndown Chart :(4marks)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sprint** | **Total Story**  **Points** | **Duration** | **Sprint Start Date** | **Sprint End (Planned) Date** | **Story Points**  **Completed (as on planned**  **End date)** | **Sprint Release Date**  **(Actual)** |
| Sprint-1 | 10 | 6 Days | 10/11/2022 | 16/11/2022 | 10 | 16/11/2022 |
| Sprint-2 | 7 | 6 Days | 11/11/2022 | 17/11/2022 | 7 | 17/11/2022 |
| Sprint-3 | 11 | 6 Days | 11/11/2022 | 17/11/2022 | 11 | 17/11/2022 |
| Sprint-4 | 8 | 6 Days | 11/11/2022 | 17/11/2022 | 8 | 17/11/2022 |

**Velocity:**

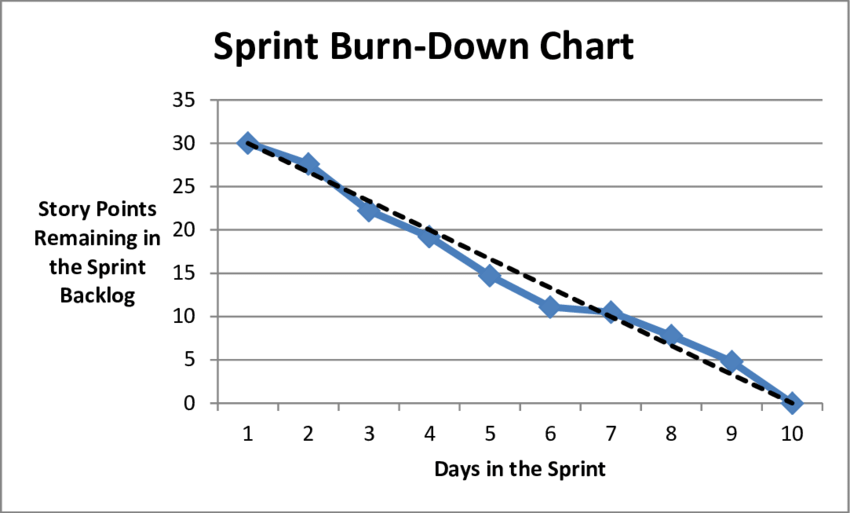
Imagine we have a 10-day sprint duration, and the velocity of the team is 20 (points per sprint). Let’s calculate the team’s average velocity (AV) per

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 methodologies such as scrum.

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