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

| Date | 22 October 2022 |
|---|---|
| Team ID | PNT2022TMID49581 |
| Project Name | Project - Customer Care Registry |
| Maximum Marks | 8 Marks |

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

| Sprint | User Type | Functional Requirement (Epic) | User Story Number | User Story / Task | 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 | Manikam, Anantha krishnan |
| Sprint-1 | | Login | USN-2 | As a customer, I can login to the application by entering correct email and password | 1 | High | Maharaja |
| Sprint-1 | | Dashboard | USN-3 | As a customer, I can see all the tickets raised by me and lot more | 3 | High | Mariselvam |
| Sprint-2 | | Complaint raise | USN-4 | As a customer, I can create a new complaint with the detailed description of my query | 2 | High | Mariselvam |
| Sprint-3 | | Address Column | USN-5 | As a customer, I can have conversations with the assigned agent and get my queries clarified | 3 | High | Manikam, Anantha krishnan |
| Sprint-4 | | Forgot password | USN-6 | As a customer, I can reset my password by this option in case I forgot my old password | 2 | Medium | Maharaja, Mariselvam |
| Sprint-4 | | Complaint details | USN-7 | As a customer, I can see the current status of my complaint | 2 | Medium | Manikam, Anantha krishnan |

| Sprint | User Type | Functional Requirement (Epic) | User Story Number | User Story / Task | Story Points | Priority | Team Members |
|---|---|---|---|---|---|---|---|
| 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 | Mariselvam |
| Sprint-3 | | Dashboard | USN-2 | As an agent, I can see all the complaints assigned to me by the admin | 3 | High | Maharaja |
| Sprint-3 | | Address Column | USN-3 | As an agent, I get to have conversations with the customer and clear his/her queries | 3 | High | Maharaja, Mariselvam |
| 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 | Maharaja, Mariselvam |
| 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 | Manikam, Anantha krishnan |
| Sprint-1 | | Dashboard | USN-2 | As an admin, I can see all the complaints raised in the entire system and lot more | 3 | High | Mariselvam |
| Sprint-2 | | Agent creation | USN-3 | As an admin, I can create an agent for clarifying the customer's queries | 2 | High | Manikam |
| Sprint-2 | | Assigning agent | USN-4 | As an admin, I can assign an agent for each complaint created by the customer | 3 | High | Mariselvam , Anantha krishnan |
| 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 | Manikam, Maharaja |

**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 | 10 | 6 Days | 24 Oct 2022 | 29 Oct 2022 | 10 | 29 Oct 2022 |
| Sprint-2 | 7 | 6 Days | 31 Oct 2022 | 05 Nov 2022 | 7 | 05 Nov 2022 |
| Sprint-3 | 11 | 6 Days | 07 Nov 2022 | 12 Nov 2022 | 11 | 12 Nov 2022 |
| Sprint-4 | 8 | 6 Days | 14 Nov 2022 | 19 Nov 2022 | 8 | 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:**

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. However, burn down charts can be applied to any project containing measurable progress over time.

| October | | November | | |
|---|---|---|---|---|
| 10/24 - 10/29 | 10/30 - 11/05 | 11/06 - 11/12 | 11/13 - 11/18 |

**Ideal timeline**

**Actual timeline**

10/24
**Sprint 1**

10/30
**Sprint 2**

11/06
**Sprint 3**

11/13
**Sprint 4**