

## Project Planning Phase

### Project Planning Template (Product Backlog, Sprint Planning, Stories, Story points)

Date	TINYWOW
Team ID	PNT2022TMID39499
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	Customer Panel	USN-1	As a Customer, I can register for the application by entering my email, password, and confirming my password and I will be able to Access my dashboard for creating a Query Order.	2	High	Jothilingam Sakthivel Seenu Vignesh
Sprint-1	Admin Panel	USN-2	As an admin, I can Login to the Application by entering correct login credentials and I will be able to Access My dashboard to create Agents and Assign an Agent to a Query Order.	2	High	Seenu Sakthivel
Sprint-2	Agent Panel	USN-3	As an agent, I can Login to the Application by entering correct login credentials and I will be able to Access my Dashboard to check the Query Order and I can Clarify the Issues.	2	High	Jothilingam Sakthivel Seenu
Sprint-3	Chat Bot	USN-4	The Customer can directly Interact to the Chatbot regarding the services offered by the Web Portal and get recommendations based on information provided by them.	2	Medium	Sakthivel Seenu Vignesh

Sprint-4	Final Delivery	USN-5	Container of applications using docker kubernetes and deployment the application.Create the documentation and final submit the application	2	High	Jothilingam Sakthivel Seenu Vignesh
----------	----------------	-------	--	---	------	--

**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	4 Days	28 Oct 2022	01 Nov 2022		01 Nov 2022
Sprint-2	20	7 Days	31 Oct 2022	06 Nov 2022		06 Nov 2022
Sprint-3	20	8 Days	07 Nov 2022	14 Nov 2022		14 Nov 2022
Sprint-4	20	7 Days	14 Nov 2022	21 Nov 2022		21 Nov 2022

**Velocity:**

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

### Burndown Chart:

[illegible]