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

Batch ID	B8-2A4E
Team ID	PNT2022TMID13787
Project Name	Customer Care Registry
Maximum Marks	8 Marks

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 Registration	USN-1	As a customer, I can register for the application by entering my email, password, and confirming my password.	5	High	Akash P M
Sprint-1	User Login	USN-2	As a customer, I can login to the application by entering correct email and password.	5	Medium	Harikrishna C
Sprint-1	User Dashboard	USN-3	As a customer, I can see all the tickets raised by me and lot more.	2	Medium	Dharani Vijay L
Sprint-1	Admin login	USN-4	As an admin, I can login to the application by entering correct email and password.	5	High	Dejesh Raaj G B
Sprint-1	Admin Dashboard	USN-5	As an admin, I can see all the tickets raised in the entire system and lot more	3	High	Akash P M

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-2	User Ticket creation	USN-6	As a customer, I can create a new ticket with the detailed description of my query	10	High	Harikrishna C

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-2	Assigning agent	USN-7	As an admin, I can assign an agent for each ticket created by the customer.	10	High	Dejesh Raaj G B
Sprint-3	Address Column	USN-8	As a customer, I can have conversations with the assigned agent and get my queries clarified	10	Medium	Dharani Vijay L
Sprint-3	Chatbot	USN-9	As a customer I can communicate with the virtual chatbot and getting my queries solved.	10	High	Akash P M, Dejesh Raaj G B
Sprint-4	User Forgot password	USN-10	As a customer, I can reset my password by this option in case I forgot my old password provided by the user.	5	High	Harikrishna C, Dharani Vijay L
Sprint-4	Ticket details	USN-12	As a customer, I can see the current status of my tickets.	5	Medium	Dejesh Raaj G B, Dharani Vijay L
Sprint-4	Deployment	USN-13	Container of applications using docker Kubernetes and deployment the application. Create the documentation and final submit the application.	10	High	Dejesh Raaj G B, Akash P M, Dharani Vijay L, Harikrishna C

Project Tracker, Velocity : (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	7 Days	29 Oct 2022	06 Nov 2022	16	07 Nov 2022
Sprint-2	20	7 Days	05 Nov 2022	11 Nov 2022	12	12 Nov 2022
Sprint-3	20	7 Days	12 Nov 2022	18 Nov 2022	17	19 Nov 2022
Sprint-4	20	7 Days	19 Nov 2022	25 Nov 2022	14	26 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)

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