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

Date	22 October 2022
Team ID	PNT2022TMID13838
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	Sivakaran S Rajadurai M
Sprint-1		Login	USN-2	As a customer, I can login to the application by entering correct email and password	1	High	Sanjay G Sinraj S
Sprint-1		Dashboard	USN-3	As a customer, I can see all the tickets raised by me and lot more	3	High	Sivakaran S
Sprint-2		Ticket creation	USN-4	As a customer, I can create a new ticket with the detailed description of my query	2	High	Rajadurai
Sprint-3		Address Column	USN-5	As a customer, I can have conversations with the assigned agent and get my queries clarified	3	High	Sanjay G Sinraj S
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	Sivakaran S Sanjay G

Sprint	User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-4		Ticket details	USN-7	As a customer, I can see the current status of my tickets	2	Medium	Rajadurai M Sinraj S
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	Sivakaran S
Sprint-3		Dashboard	USN-2	As an agent, I can see all the tickets assigned to me by the admin	3	High	Sinraj S
Sprint-3		Address Column	USN-3	As an agent, I get to have conversations with the customer and clear his/her queries	3	High	Rajadurai M Sanjay G
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	Sinraj S Rajadurai M
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	Sivakaran S Rajadurai m
Sprint-1		Dashboard	USN-2	As an admin, I can see all the tickets raised in the entire system and lot more	3	High	Rajadurai M
Sprint-2		Agent creation	USN-3	As an admin, I can create an agent for clarifying the customer's queries	2	High	Sivakaran S Sanjay G
Sprint-2		Assigning agent	USN-4	As an admin, I can assign an agent for each ticket created by the customer	3	High	Sanjay G Rajadurai M
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	Sivakaran S Sinraj 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	10	6 Days	24 Oct 2022	29 Oct 2022		29 Oct 2022
Sprint-2	7	6 Days	31 Oct 2022	05 Nov 2022		05 Nov 2022
Sprint-3	11	6 Days	07 Nov 2022	12 Nov 2022		12 Nov 2022
Sprint-4	8	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:

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

	OCT	OCT	OCT	OCT	NOV	NOV	NOV
	2 3 4 5 6 7 8 9	10 11 12 13 14 15 16	17 18 19 20 21 22 23	24 25 26 27 28 29 30	31 1 2 3 4 5 6	7 8 9 10 11 12 13	14 15 16 17 18 19 20 21

Sprints

- 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