Project Planning Phase

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

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| --- | --- |
| Date | 18 October 2022 |
| Team ID | PNT2022TMID29836 |
| Project Name | Project – Customer Care Registry |
| Maximum Marks | 8 Marks |

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

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| --- | --- | --- | --- | --- | --- | --- |
| **Sprint** | **Functional Requirement (Epic)** | **User Story Number** | **User Story / Task** | **Story Points** | **Priority** | **Team Members** |
| Sprint-1 | User Panel | USN-1 | The user will login into the website and go through the services available on the webpage. | 20 | High | Santhosh.K  Naresh kumar .D |
| Sprint-2 | Agent Panel | USN-2 | The role of the agent is to check out the complaint tickets and to contact the user and solve the complaint they raise. | 20 | High | Sathishkumar .P  Yogesh kumar .K |
| Sprint-3 | Admin Panel | USN-3 | The role of the admin is to check out the database about the availability and have a track of all the things that the users are going to experience and manage the agent and complaint  tickets. | 20 | high | Santhosh .K  Sathishkumar .P |
| Sprint-4 | Chat Bot | USN-4 | The user can directly talk to Chatbot regarding the services. Get the recommendations based on information provided by the user. | 20 | High | Naresh kumar .D Yogesh kumar .K |

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| **Sprint** | **Functional Requirement (Epic)** | **User Story Number** | **User Story / Task** | **Story Points** | **Priority** | **Team Members** |
| Sprint-5 | Final Delivery | USN-5 | Container of applications using docker kubernetes and deployment the application. Create the documentation and final submit the application | 20 | High | Santhosh .K  Naresh kumar .D  Sathishkumar.P  Yogesh kumar .K |

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

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| **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 | 6 Days | 24 Oct 2022 | 29 Oct 2022 | 20 | 29 Oct 2022 |
| Sprint-2 | 20 | 3 Days | 31 Oct 2022 | 02 Nov 2022 | 20 | 02 Nov 2022 |
| Sprint-3 | 20 | 3 Days | 02 Nov 2022 | 06 Nov 2022 | 20 | 06 Nov 2022 |
| Sprint-4 | 20 | 6 Days | 6 Nov 2022 | 12 Nov 2022 | 20 | 12 Nov 2022 |
| Sprint-5 | 20 | 6 Days | 13 Nov 2022 | 19 Nov 2022 | 20 | 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)



# 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](https://www.visual-paradigm.com/scrum/what-is-agile-software-development/) methodologies such as [Scrum](https://www.visual-paradigm.com/scrum/scrum-in-3-minutes/). However, burn down charts can be applied to any project containing measurable progress over time.

