

# CUSTOMER CARE REGISTRY

PROJECT PLANNING



## TEAM DETAILS:

Team No : PNT2022TMID54177

College Name :Velalar College Of Engineering And Technology

Department :Information Technology

|               |                        |
|---------------|------------------------|
| Date          | 10.11.2022             |
| Team ID       | PNT2022TMID54177       |
| Project Name  | Customer Care Registry |
| Maximum Marks | 8 Marks                |



# PROJECT PLANNING

## 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 Panel                    | USN-1             | The user will login into the website and go through the services available on the webpage  | 20           | High     | SATHYAJIYHI.C<br>SHARUKKHAN.R.I<br>SOWMIYA.S |
| Sprint-2 | Admin panel                   | USN-2             | 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 service | 20           | High     | THANUSH.S<br>SOWMIYA .S                      |
| Sprint-3 | Chat Bot                      | USN-3             | The user can directly talk to Chatbot regarding the services. Get the recommendations based on information provided by the user.                 | 20           | High     | SATHYAJOTHI.C<br>SHARUKKHAN .R.I             |
| Sprint-4 | final delivery                | USN-4             | Container of applications using docker kubernetes and deployment the application. Create the documentation and final submit the application      | 20           | High     | SATHYAJIYHI<br>THANUSH.S<br>SOWMIYA .S       |

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

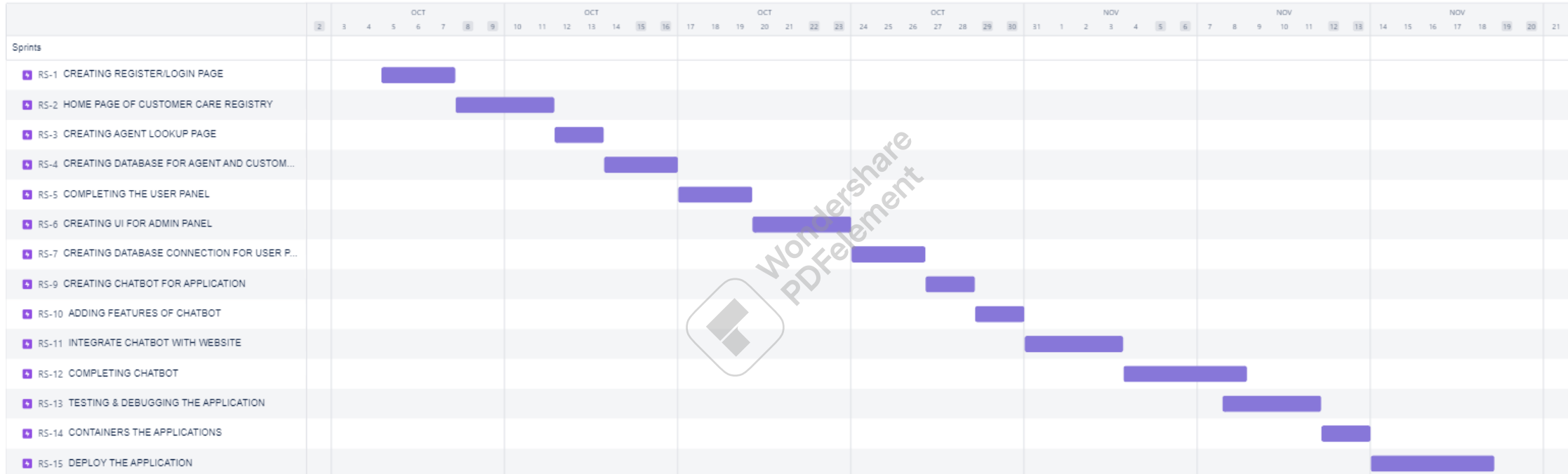
| Sprint   | Total Story Points | Duration | Sprint Start Date | Sprint End Date<br>(Planned) | Story Points<br>Completed (as on<br>Planned End Date) | Sprint Release Date<br>(Actual) |
|----------|--------------------|----------|-------------------|------------------------------|---|---------------------------------|
| Sprint-1 | 20                 | 6 Days   | 20 Oct 2022       | 25 Oct 2022                  |   | 05 NOV 2022                     |
| Sprint-2 | 20                 | 6 Days   | 24 Oct 2022       | 29 OCT2022                   |   | 07 Nov 2022                     |
| Sprint-3 | 20                 | 6 Days   | 27 OCT 2022       | 01 Nov 2022                  |   | 09 Nov 2022                     |
| Sprint-4 | 20                 | 6 Days   | 02 Nov 2022       | 07 Nov 2022                  |   | 11 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)

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

## BURNDOWN CHART





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# Thank you

