

Project Planning Phase

Date	20 October 2022
Team ID	PNT2022TMID30144
Project Name	Project - 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	Registration(Admin and Customer)	USN-1	As a user, I can register for the application by entering My Registration Credentials like name,username,password,confirm password...	3	Medium	Gary Felix A,Karthikeyan K
Sprint-1	Login and Dashboard(Admin and Customer)	USN-2	As a user, I will Login into the Dashboard Page by using the Login Credentials once after the Mail Activation link Authentication.	5	Medium	Gary Felix A,Karthikeyan K
Sprint-1	Authentication and IBM DB2	USN-3	As a user, I will be authenticated from the Administration and store the Credentials back to the Database using IBM DB2.	5	High	Gary Felix A,Karthikeyan K
Sprint-2	Email Integration and SendGrid API	USN-4	As a user, I will send the email to the Customer automatically using SendGrid API with the Subject to ticket id ,agent name...	5	Medium	Karthik B,Abishek A S
Sprint-2	DB Schema for Queries	USN-5	As a user, I will create and map the credentials of the Customer from the Application through Tables and Schema.	3	High	Gary Felix A,Karthikeyan K
Sprint-3	Watson Assistant	USN-6	As a user,I will walk through the customer to resolve the queries and also connect the live agent to the Application.	3	High	Karthik B
Sprint-3	Knowledge Base Assistant	USN-7	As a user,I will provide predefined Queries like FAQ's so that the customer can be solved by DIY Mechanism.	5	Medium	Abishek A S
Sprint-4	Depolymnt with Docker	USN-8	As a User,I will deploy the entire Application using Docker.	1	Medium	Karthik B,Abishek A S

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-4	Orchest with Kubernetes	USN-9	As a User,I will allocate the server nodes and balance the work loads in server.	2	Medium	Gary Felix A,Karthikeyan K,Abishek A S and Karthik B

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	13	6 Days	24 Oct 2022	29 Oct 2022		
Sprint-2	8	6 Days	31 Oct 2022	05 Nov 2022		
Sprint-3	8	6 Days	07 Nov 2022	12 Nov 2022		
Sprint-4	3	6 Days	14 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).

Average Velocity of Sprint-1 = $13/6 = 2.17$

Average Velocity of Sprint-2 = $8/6 = 1.25$

Average Velocity of Sprint-3 = $8/6 = 1.25$

Average Velocity of Sprint-4 = $3/6 = 0.5$