

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

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|---------------|----------------------------------|
| Date | 18 October 2022 |
| Team ID | PNT2022TMID51925 |
| 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 | Bala Abinеш, Abiram |
| Sprint-1 | | Login | USN-2 | As a customer, I can login to the application by entering correct email and password | 1 | High | Aldrin, Jancy |
| Sprint-1 | | Dashboard | USN-3 | As a customer, I can see all the tickets raised by me and lot more | 3 | High | Bala Abinеш |
| Sprint-2 | | Ticket creation | USN-4 | As a customer, I can create a new ticket with the detailed description of my query | 2 | High | Bala Abinеш |
| Sprint-3 | | Address Column | USN-5 | As a customer, I can have conversations with the assigned agent and get my queries clarified | 3 | High | Jancy, Bala Abinеш |
| 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 | Jancy, Abiram |
| Sprint-4 | | Ticket details | USN-7 | As a customer, I can see the current status of my tickets | 2 | Medium | Bala Abinеш, Abiram |

| Sprint | User Type | Functional Requirement (Epic) | User Story Number | User Story / Task | Story Points | Priority | Team Members |
|---------------|------------------|--------------------------------------|--------------------------|--|---------------------|-----------------|----------------------|
| 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 | Aldrin |
| Sprint-3 | | Dashboard | USN-2 | As an agent, I can see all the tickets assigned to me by the admin | 3 | High | Abiram |
| Sprint-3 | | Address Column | USN-3 | As an agent, I get to have conversations with the customer and clear his/her queries | 3 | High | Bala Abinesh, Jancy |
| 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 | Aldrin, Bala Abinesh |
| 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 | Abiram, Aldrin |
| Sprint-1 | | Dashboard | USN-2 | As an admin, I can see all the tickets raised in the entire system and lot more | 3 | High | Jancy |
| Sprint-2 | | Agent creation | USN-3 | As an admin, I can create an agent for clarifying the customer's queries | 2 | High | Jancy |
| Sprint-2 | | Assigning agent | USN-4 | As an admin, I can assign an agent for each ticket created by the customer | 3 | High | Aldrin, Abiram |
| 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 | Jancy, Aldrin |

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 | 10 | 29 Oct 2022 |
| Sprint-2 | 7 | 6 Days | 31 Oct 2022 | 05 Nov 2022 | 7 | 05 Nov 2022 |
| Sprint-3 | 11 | 6 Days | 07 Nov 2022 | 12 Nov 2022 | 11 | 12 Nov 2022 |
| Sprint-4 | 8 | 6 Days | 14 Nov 2022 | 19 Nov 2022 | 8 | 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)

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

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.

