**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 Abinesh,  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 Abinesh |
| 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 Abinesh |
| 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 Abinesh |
| 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 Abinesh, Abiram |
| 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 | 06 Nov 2022 | 11 Nov 2022 | 11 | 09 Nov 2022 |
| Sprint-4 | 8 | 6 Days | 10 Nov 2022 | 15 Nov 2022 | 8 | 15 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.

