

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

Date	18 October 2022
Team ID	PNT2022TMID44211
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	B.Praveen,K.Thamim
Sprint-1		Login	USN-2	As a customer, I can login to the application by entering correct email and password	2	High	B.Praveen,K.Thamim
Sprint-1		Dashboard	USN-3	As a customer, I can see all the tags raised by me and lot more	3	High	A.Gokul,A.Kowsigan
Sprint-2		Tag creation	USN-4	As a customer, I can create a new tag with the detailed description of my query	3	High	A.Kowsigan,K.Thamim
Sprint-3		Address Column	USN-5	As a customer, I can have conversations with the assigned agent and get my queries clarified	3	High	B.Praveen,A.Kowsigan
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	A.Gokul,B.Praveen
Sprint-4		Tag details	USN-7	As a customer, I can see the current status of my tags	2	Medium	B.Praveen, K.Thamim, A.Kowsigan

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	B.Praveen, A.Kowsigan
Sprint-3		Dashboard	USN-2	As an agent, I can see all the tags assigned to me by the admin	3	High	B.Praveen, A.Kowsigan
Sprint-3		Address Column	USN-3	As an agent, I get to have conversations with the customer and clear his/her queries	3	High	K.Thamim, A.Gokul
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	B.Praveen, K.Thamim
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	K.Thamim, A.Gokul
Sprint-1		Dashboard	USN-2	As an admin, I can see all the tags raised in the entire system and lot more	3	High	A.Gokul, A.Kowsigan
Sprint-2		Agent creation	USN-3	As an admin, I can create an agent for clarifying the customer's queries	2	High	B.Praveen, A.Kowsigan, K.Thamim, A.Gokul
Sprint-2		Assigning agent	USN-4	As an admin, I can assign an agent for each tag created by the customer	3	High	B.Praveen, A.Kowsigan, K.Thamim, A.Gokul
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	B.Praveen, A.Kowsigan, K.Thamim, A.Gokul

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	11	6 Days	24 Oct 2022	29 Oct 2022	10	29 Oct 2022
Sprint-2	8	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)

$$AV = \text{Sprint time} / \text{Velocity} = 38 / 24 = 1.58$$

Burndown Chart:

A burndown 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.

