

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

Date	18 October 2022
Team ID	PNT2022TMID31596
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	I can sign up for the application as a customer by providing my email, password, and password confirmation.	2	High	Bala Abinesh, Abiram
Sprint-1		Login	USN-2	I can access the application as a customer by entering my email and password correctly.	1	High	Aldrin, Jancy
Sprint-1		Dashboard	USN-3	As a customer, I have access to a lot of information, including all of my tickets.	3	High	Bala Abinesh
Sprint-2		Ticket creation	USN-4	I can open a new ticket as a customer and describe my issue in detail.	2	High	Bala Abinesh
Sprint-3		Address Column	USN-5	I can speak with the designated agent as a customer and have my questions answered.	3	High	Jancy, Bala Abinesh
Sprint-4		Forgot password	USN-6	If I forget my old password as a customer, I can reset it using this option.	2	Medium	Jancy, Abiram
Sprint-4		Ticket details	USN-7	I can view the status of my tickets as a customer.	2	Medium	Bala Abinesh, 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	I can access the application as an agent by entering the proper email address and password.	2	High	Aldrin
Sprint-3		Dashboard	USN-2	All the tickets that the administrator has given me can be seen by me as an agent.	3	High	Abiram
Sprint-3		Address Column	USN-3	I get to speak with the customer as an agent and answer any questions they may have.	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.

