

## Project Planning Phase

### Project Planning Template (Product Backlog, Sprint Planning, Stories, Story points)

Date	03 November 2022
Team ID	PNT2022TMID50578
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	USN-1	As a user, I can register for the application by entering my email, password, and confirming my password.	2	High	Suguna Devi
Sprint-1		USN-2	As a user, I will receive confirmation email once I have registered for the application	1	High	Thanga Ramana
Sprint-2		USN-3	As a user, I can register for the application through Facebook	2	Medium	Sakthi Priya
Sprint-1		USN-4	As a user, I can register for the application through Gmail	2	Medium	Rama Chitra
Sprint-1		USN-5	As a user, I can register for the application through mobile number	2	Medium	Thanga Ramana
Sprint-1		USN-6	As a user, I will receive confirmation code number once I have registered for the application	1	High	Rama Chitra
Sprint-2	Login	USN-7	As a user, I can log into the application by entering email & password	1	High	Sakthi Priya
Sprint-2		USN-8	As a user, I can log into the application by entering mobile number & password	1	High	Suguna Devi
Sprint-3	Dashboard(User)	USN-9	As a user, I can easily able to access the website with the help of guide tour	2	Medium	Suguna Devi

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-3		USN-10	As a user, I can view the progress in my dashboard( whether I have been allotted with a live agent or not, whether my complaints have been resolved or In a pending state.	2	High	Thanga Ramana
Sprint-3		USN-11	As a user, I can view my live agent and his activities towards my queries.	2	Medium	Sakthi Priya
Sprint-4	Dashboard(Agent)	USN-12	As a agent, I can make user's queries into actions and notify them with every updates	1	Medium	Thanga Ramana
		USN-13	As a agent, I can able to view the works assigned by admin	1	High	Rama Chitra
Sprint-4	Dashboard(Admin)	USN-14	As a administrator, I can categorize the users based on their needs and assign respective agents to the users	2	High	Sakthi Priya
		USN-15	As a administrator, I can provide security to all the data by blocking different access and maintain the privacy	2	Medium	Rama Chitra

#### 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	8	6 Days	24 Oct 2022	29 Oct 2022	8	29 Oct 2022
Sprint-2	4	6 Days	31 Oct 2022	05 Nov 2022	4	05 Nov 2022
Sprint-3	6	6 Days	07 Nov 2022	12 Nov 2022	6	12 Nov 2022
Sprint-4	6	6 Days	14 Nov 2022	19 Nov 2022	6	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.

<https://www.visual-paradigm.com/scrum/scrum-burndown-chart/>

<https://www.atlassian.com/agile/tutorials/burndowncharts>

**Reference:**

<https://www.atlassian.com/agile/project-management>

<https://www.atlassian.com/agile/tutorials/how-to-do-scrum-with-jira-software>

<https://www.atlassian.com/agile/tutorials/sprint>

<https://www.atlassian.com/agile/project-management/estimation>

<https://www.atlassian.com/agile/tutorials/burndown-charts>

<https://www.atlassian.com/agile/tutorials/epics>