

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

Date	9 November 2022
Team ID	PNT2022TMID29528
Project Name	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	Ilakkiya S Preetha T
		USN-2	As a user, I will receive confirmation email once I have registered for the application	1	High	Niha amreen M Ilakkiya S
		USN-3	As a user, I can register for the application through Gmail	2	Low	Preetha T Niha amreen M
Sprint-2	Login	USN-4	As a user, I can log into the application by entering email & password	2	Medium	Praveena A Ilakkiya S Niha amreen M
	Dashboard	USN-5	As a user, I can see the issues/tickets raised by me and I can raise a new issues/ticket	2	High	Preetha T Ilakkiya S
		USN-6	As a user, I can raise a new issues/ticket with detailed descriptions of the issue	2	High	Ilakkiya S Praveena A

Sprint-3		USN-7	As a user, I can see the admin assigned an agent to the issue/ticket raised by me	1	Low	Niha Amreen M Preetha T
	Notification	USN-8	As a user, I can receive an email notification alert once an agent is assigned to the issue	2	Medium	Ilakkiya S Niha Amreen M Preetha T
		USN-9	As a user, I can see the live status of the issues/tickets raised by me	1	Medium	Praveena A Niha amreen M
Sprint-4	Chat	USN-10	As a user, I can chat with an agent more about the issue and I can get detailed explanation of the issue status	2	High	Niha amreen M Praveena A
	Graph	USN-11	As a user, I can get the detailed visual graphs based on the past issues	2	Medium	Preetha T Ilakkiya S
		USN-12	As a user, I can modify the active issues raised by me	2	Medium	Niha amreen M Preetha T Praveena A

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	20	6 Days	24 Oct 2022	29 Oct 2022	20	29 Oct 2022
Sprint-2	20	6 Days	31 Oct 2022	05 Nov 2022	10	07 Nov 2022
Sprint-3	20	6 Days	07 Nov 2022	12 Nov 2022	10	07 Nov 2022
Sprint-4	20	6 Days	14 Nov 2022	19 Nov 2022	10	14 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)

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

BURNDOWN CHART

