

Prepare milestone

Milestones represent required steps in your support process, such as case resolution time and first response time. You create master milestones in your org and then add them to entitlement processes to enforce different service levels on support records, like cases and work orders.

USER PERMISSIONS NEEDED

To create milestones:

Manage Entitlements



TIP The Entitlement Management Trailhead module introduces you to common terms and walks you through the process of creating milestones. And it's fun! To get started, see Entitlement Management.

1. From Setup, enter Milestones in the Quick Find box, then select **Milestones** under Entitlement Management.
2. Click **New Milestone**.
3. Enter a name and description. Try to name milestones after common support tasks, like “First Response Time” or “Resolution Time.” Descriptive names help users understand milestones when they see them on cases, work orders, or entitlement processes.
4. Select a recurrence type.

RECURRENCE TYPE	DESCRIPTION	EXAMPLE
No Recurrence	The milestone occurs only once on the record.	First Response Resolution Time
Independent	The milestone occurs whenever the milestone criteria are met on the record.	Response Time
Sequential	The milestone occurs on repeat whenever the milestone criteria are met on the record.	Customer Contact Made

5. Click **Save**.

Activity list

An activity list is the implementation and project management activities that customers need to perform before the solution can go live. You do this in the Prepare phase, the Fine-Tune phase, and the Integrate and Extend phase of an implementation project.

The system generates the activity list based on the scope defined for the implementation project template. The activity list is divided into separate phases and includes all mandatory implementation and project management activities that customers need to complete before the solution can go live. You can add optional activities to the activity list and complete them; most optional activities relate to the Fine-Tune phase but may also relate to other phases. In the Prepare phase and the Fine-Tune phase, you must confirm milestones that allow you to track the status of your implementation project template.

SPRINT DELIVERY PLAN

Sprint planning is done in collaboration with the whole scrum team. Unlike in sport, scrum encourages you to be always sprinting so you can deliver working software, while continuously learning and improving. In scrum, the sprint is a set period of time where all the work is done.

Best Strategies of Sprint Planning for Successful Project Management

Since we have discussed what sprint planning is and its importance in project management, it is time we discussed the strategies to get the best result.

1. Highlight Roadmaps
2. Groom Your Product Backlog
3. Define When a Task is Done
4. Make the Sprint Planning Interactive
5. Incorporate Feedback and Insights
6. Use Estimates to Define What Success Looks Like Based on Team Capacity
7. Don't Rush to Finish the Sprint Plan Meeting

SPRINT DELIVERY PLAN

The deliverables of a sprint aren't as predictable as they are for other projects. Sprint participants have produced sketches and drawings, writing, photographs, comic strips, videos and fully coded working prototypes.