**Project Planning Phase**

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| --- | --- |
| Date | 16 November 2022 |
| Team ID | PNT2022TMID45099 |
| 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(Admin and Customer) | USN-1 | As a user, I can register for the application by entering My Registration Credentials like name,username,password,confirm password… | 3 | Medium | Gary Felix  A,Karthikeyan K |
| Sprint-1 | Login and Dashboard(Admin and Customer) | USN-2 | As a user, I will Login into the Dashboard Page by using the Login Credentials once after the Mail Activation link Authentication. | 5 | Medium | Gary Felix  A,Karthikeyan K |
| Sprint-1 | Authentication and  IBM DB2 | USN-3 | As a user, I will be authenticated from the  Administration and store the Credentials back to the Database using IBM DB2. | 5 | High | Gary Felix  A,Karthikeyan K |
| Sprint-2 | Email Integration and SendGrid API | USN-4 | As a user, I will send the email to the Customer automatically using SendGrid API with the Subject to ticket id ,agent name… | 5 | Medium | Karthik B,Abishek  A S |
| Sprint-2 | DB Schema for Queries | USN-5 | As a user, I will create and map the credentials of the Customer from the Application through Tables and Schema. | 3 | High | Gary Felix  A,Karthikeyan K |
| Sprint-3 | Watson Assistant | USN-6 | As a user,I will walk through the customer to resolve the queries and also connect the live agent to the Application. | 3 | High | Karthik B |
| Sprint-3 | Knowledge Base  Assistant | USN-7 | As a user,I will provide predefined Queries like FAQ’s so that the customer can be solved by DIY Mechanism. | 5 | Medium | Abishek A S |
| Sprint-4 | Depolyment with Docker | USN-8 | As a User,I will deploy the entire Application using Docker. | 1 | Medium | Karthik B,Abishek  A S |
| **Sprint** | **Functional**  **Requirement (Epic)** | **User Story Number** | **User Story / Task** | **Story Points** | **Priority** | **Team Members** |
| Sprint-4 | Orchest with Kubernates | USN-9 | As a User,I will allocate the server nodes and balance the work loads in server. | 2 | Medium | Gary Felix  A,Karthikeyan K,Abishek A S and Karthik B |

**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 | 13 | 6 Days | 24 Oct 2022 | 29 Oct 2022 |  |  |
| Sprint-2 | 8 | 6 Days | 31 Oct 2022 | 05 Nov 2022 |  |  |
| Sprint-3 | 8 | 6 Days | 07 Nov 2022 | 12 Nov 2022 |  |  |
| Sprint-4 | 3 | 6 Days | 14 Nov 2022 | 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).

Average Velocity of Sprint-1 = 13/6 =2.17

Average Velocity of Sprint-2 = 8/6 =1.25

Average Velocity of Sprint-3 = 8/6 =1.25

Average Velocity of Sprint-4 = 3/6 =0.5