

Project Planning Phase

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

| | |
|---------------|------------------------|
| Date | 24 November 2022 |
| Team ID | PNT2022TMID25178 |
| Project Name | CUSTOMER CARE REGISTRY |
| Maximum Marks | 8 Marks |

Product Backlog, Sprint Schedule, and Estimation (4 Marks)

| Sprint | Functional Requirement (Epic) | User Story Number | User Story / Task | Story Points | Priority | Team Members |
|----------|-------------------------------|-------------------|--|--------------|----------|----------------------------------|
| Sprint-1 | Customer Panel | USN-1 | As a Customer, I can register for the application by entering my email, password, and confirming my password and I will be able to Access my dashboard for creating a Query Order. | 2 | High | Sabarish, Sanjai, Monesh |
| Sprint-1 | Admin Panel | USN-2 | As an admin, I can Login to the Application by entering correct login credentials and I will be able to Access My dashboard to create Agents and Assign an Agent to a Query Order. | 2 | High | Sanjai, Sabarish, Monesh |
| Sprint-2 | Agent Panel | USN-3 | As an agent, I can Login to the Application by entering correct login credentials and I will be able to Access my Dashboard to check the Query Order and I can Clarify the Issues. | 2 | High | Sabarish, Sanjai, Punith |
| Sprint-3 | Chat Bot | USN-4 | The Customer can directly Interact to the Chatbot regarding the services offered by the Web Portal and get recommendations based on information provided by them. | 2 | Medium | Sabarish, Sanjai, Monesh |
| Sprint-4 | Final Delivery | USN-5 | Container of applications using docker kubernetes and deployment the application. Create the documentation and final submit the application | 2 | High | Sabarish, Monesh, Sanjai, Punith |

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 | 7 Days | 19 Nov 2022 | 25 Nov 2022 | | 25 Nov 2022 |
| Sprint-2 | 20 | 7 Days | 19 Nov 2022 | 25 Nov 2022 | | 25 Nov 2022 |
| Sprint-3 | 20 | 8 Days | 19 Nov 2022 | 25 Nov 2022 | | 25 Nov 2022 |
| Sprint-4 | 20 | 7 Days | 19 Nov 2022 | 25 Nov 2022 | | 25 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 burndown 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.

