

# CUSTOMER CARE REGISTRY

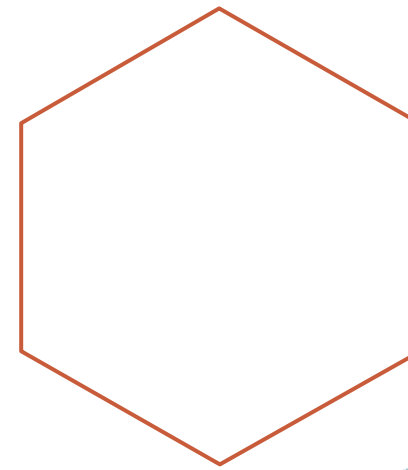
PROJECT PLANNING



## TEAM DETAILS:

**Team No** : PNT2022TMID09747  
**College Name** : Excel Engineering College  
**Department** : Computer Science & Engineering

Date	28 October 2022
Team ID	PNT2022TMID09747
Project Name	Customer Care Registry
Maximum Marks	8 Marks



# PROJECT PLANNING

## 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	User Panel	USN-1	The user will login into the website and go through the services available on the webpage	20	High	PERIYASAMY V SHEEBA SHERIN A KALAIVANI G SUBASH R
Sprint-2	Admin panel	USN-2	The role of the admin is to check out the database about the availability and have a track of all the things that the users are going to service	20	High	PERIYASAMY V SHEEBA SHERIN A SUBASH R
Sprint-3	Chat Bot	USN-3	The user can directly talk to Chatbot regarding the services. Get the recommendations based on information provided by the user.	20	High	PERIYASAMY V KALAIVANI G SHEEBA SHERIN A
Sprint-4	final delivery	USN-4	Container of applications using docker Kubernetes and deployment the Application. Create the documentation and final submit the application	20	High	PERIYASAMY V KALAIVANI G SUBASH R

## PROJECT PLANNING

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

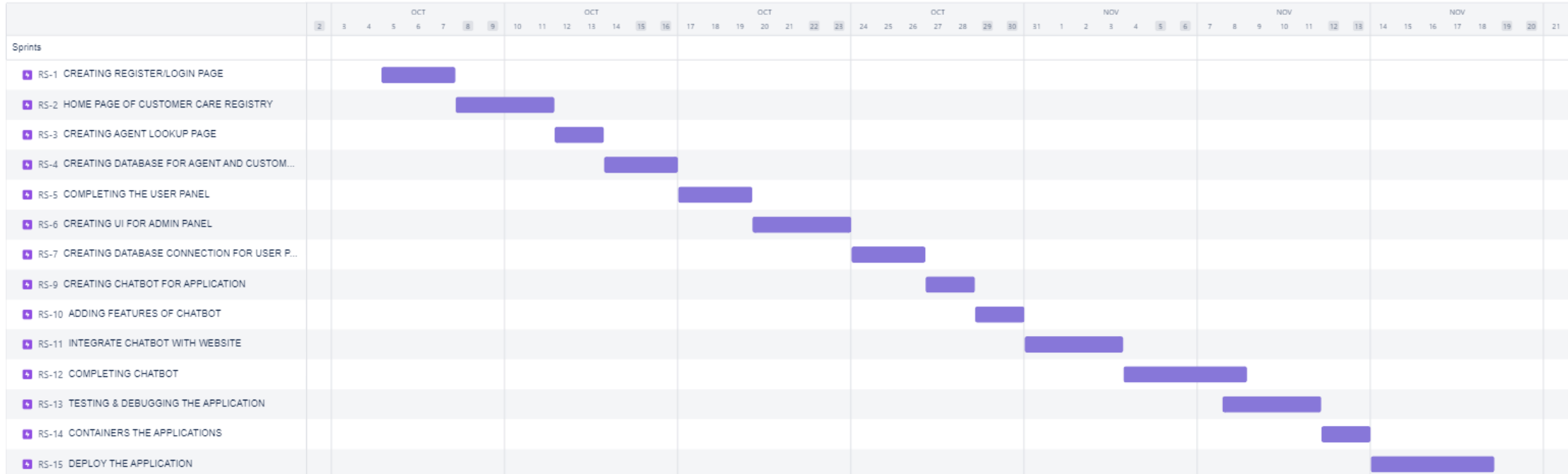
#### Velocity:

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)

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

## PROJECT PLANNING

## BURNDOWN CHART





**Thank you**