

## Project Planning Phase

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

Date	22 October 2022
Team ID	PNT2022TMID38748
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	USN-1	As a customer, I can register for the application by entering my email, password, and confirming my password.	2	High	Kiruthika M
Sprint-1	Login	USN-2	As a customer, I can login to the application by entering correct email and password	1	High	Kumararaja M
Sprint-1	Dashboard	USN-3	As a customer, I can see all the tickets raised by me and lot more	2	High	Praveen J
Sprint-2	Ticket Creation	USN-4	As a customer, I can create a new ticket with the detailed description of my query	3	High	Silambarasan D
Sprint-3	Address Column	USN-5	As a customer, I can have conversations with the assigned agent and get my queries clarified	3	High	Kumararaja M
Sprint-4	Forgot Password	USN-6	As a customer, I can reset my password by this option in case I forgot my old password	2	Medium	Kiruthika M
Sprint-4	Ticket Details	USN-7	As a customer, I can see the current status of my tickets	2	Medium	Praveen J
Sprint-3	Login	USN-1	As an agent, I can login to the application by entering correct email and password	1	High	Silambarsan D
Sprint-3	Dashboard	USN-2	As an agent, I can see all the tickets assigned to me by the admin	2	High	Praveen J

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-3	Address Column	USN-3	As an agent, I get to have conversations with the customer and clear his/her queries	3	High	Silambarasan D
Sprint-4	Forgot Password	USN-4	As an agent, I can reset my password by this option in case I forgot my old password	2	Medium	Kiruthika M
Sprint-1	Login	USN-1	As an admin, I can login to the application by entering correct email and password	1	High	Kumararaja M
Sprint-1	Dashboard	USN-2	As an admin, I can see all the tickets raised in the entire system and lot more	2	High	Silambarasan D
Sprint-2	Agent Creation	USN-3	As an admin, I can create an agent for clarifying the customer's queries	5	High	Praveen J
Sprint-2	Assigning Agent	USN-4	As an admin, I can assign an agent for each ticket created by the customer	5	High	Kumararaja M
Sprint-4	Notification & Tracking	USN-5	As an admin, I can send a notification via both Email and Phone Number and keep track of the work assigned to the agent	8	High	Kiruthika M

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

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