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

| Date | **2 November 2025** |
|---|---|
| Team ID | NM2025TMID07850 |
| Project Name | Streamlining Ticket Assignment for Efficient Support Operations |
| Maximum Marks | 5 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 | Ticket Creation | US-01 | As a requester, I should be able to create a support ticket easily. | 3 | High | Anushmi G.J |
| Sprint-1 | Ticket Storage | US-02 | As a system, I should store all created tickets securely in the database. | 2 | High | Abinaya.V |
| Sprint-2 | Assignee Lookup | US-03 | As an admin, I should automatically assign tickets based on expertise or category. | 4 | High | Benitta J.S |

| Sprint-2 | Manual Assignment | US-04 | As an admin, if automation fails, I should assign tickets manually. | 3 | Medium | Anushmi G.J |
| Sprint-3 | Notification System | US-05 | As a user, I should receive an alert when my ticket is assigned. | 2 | Medium | Abinaya.V |
| Sprint-3 | Ticket Tracking | US-06 | As a requester, I should be able to view my ticket status in real-time. | 3 | Medium | BenittaJ.S |
| Sprint-4 | Testing and Review | US-07 | Test and finalize the ticket assignment automation system. | 3 | High | All Members |

## 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 | 5 | 3 | 26 Oct 2025 | 28 Oct 2025 | 5 | 28 Oct 2025 |
| Sprint-2 | 7 | 2 | 29 Oct 2025 | 30 Oct 2025 | 7 | 30 Oct 2025 |
| Sprint-3 | 5 | 2 | 31 Oct 2025 | 01 Nov 2025 | 5 | 01 Nov 2025 |
| Sprint-4 | 3 | 1 | 02 Nov 2025 | 02 Nov 2025 | 3 | 02 Nov 2025 |

**Velocity**

Average Velocity = Total Story Points Completed ÷ Total Days
$$= (20 \text{ Story Points}) ÷ (8 \text{ Days})$$
$$= 2.5 \text{ Story Points/Day}$$

**Burndown Chart:**

The burndown chart represents the remaining work versus time. It helps visualize the team's progress throughout the sprint, ensuring tasks are completed within the planned schedule.