

## Project Planning Phase

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

Date	02-11-2025
Team ID	NM2025TMID04283
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	5 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	Ticket Management Setup	USN-1	As an admin, I can configure the ticket system and create categories for issue types.	2	High	B.Shabin
Sprint - 1	Role Configuration	USN-2	As a manager, I can set roles and permissions for support agents.	3	High	C.Lalitha
Sprint - 2	Automation Rule Development	USN - 3	As a developer, I can implement a rule that auto-assigns	4	High	S.Abinaya

			tickets based on agent skill and availability.			
Sprint - 2	Notification System	USN - 4	As an agent, I want to receive alerts when a ticket is assigned to me.	2	Medium	A.Maharasi
Sprint - 3	Performance Dashboard	USN - 5	As a team lead, I can view ticket status and SLA compliance on a dashboard.	3	High	C.Lalitha
Sprint - 3	Testing & Validation	USN - 6	As a tester, I verify that tickets are assigned correctly and workload is balanced.	3	High	S.Abinaya & B.Shabin
Sprint - 4	Documentation & Submission	USN - 7	As a developer, I document project flow, architecture and results for final submission.	2	Medium	A.Maharasi & C.Lalitha

### Project Tracker, Velocity & Burndown Chart (4 Marks)

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed (s on Planned End Date)	Sprint Release Date(Actual)
Sprint-1	10	5 Days	01 Nov 2025	05 Nov 2025	10	05 Nov 2025
Sprint-2	10	5 Days	06 Nov 2025	10 Nov 2025	10	10 Nov 2025
Sprint-3	10	5 Days	11 Nov 2025	15 Nov 2025	9	15 Nov 2025
Sprint-4	10	5 Days	16 Nov 2025	20 Nov 2025	10	20 Nov 2025

### Velocity

Average Velocity = (Total Story Points Completed) / (Total Duration in Days)  
= 39 Points / 20 Days = 1.95 Points per Day

### Burndown Chart Explanation

The burndown chart shows how work reduces across sprints.

Each sprint completes key automation and reporting tasks, so the chart line goes down smoothly towards zero remaining points.

This shows consistent progress by the 4-member team.