

**Iteration/Sprint Documentation  
Iteration 5**

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Iteration/Sprint Documentation

**Theme & wish** **list:** Operate more traffic from our target audience to our website. During this sprint, we aimed to target the audience and justify why it is important to reach out the right people to view us of website to enhance the customer relationship management within our members. Trying to reach out large number of audience and requesting them for a kind feedback is one od the steps of usability testing. This will also lead to an increase satisfaction level to customer and will be more user-friendly.

**Theme:** To decrease our bounce rate. Many users just leave the website after just going to one page. We want out users to use the website as longer as possible to provide them as much as information. So as to achieve that goal we need to make our home page much more interesting and advanced. Google analytics can track our bounce rate and check the cause of our site visitors to go elsewhere.

**Wish list:** Raise our conversion rate. It is normal to get increment of conversions while driving more applicable traffic to our site. By escalating our conversion rate, we can take better supremacy of our marketing endeavour and site traffic. We can do it by certain ways: Using attractive calls to action, designing a clear and constructive sales channel and remove unnecessary interruption on our site such as ads and pop ups.

Incoming Product Backlog

**US1:** As a user I want an emergency booking system so that they can provide services anytime. Completed

**US2:** As a staffing manager, I want to get an option for people to send resumes in website so that I can recruit new workers. Completed

**US3:** As an owner, I want to check the profit/loss of my company so that I can handle my business properly. Medium

**US4:** As a user, I want a membership option so that the price will be cheaper for regular customers. Completed

**US5:** As a user, I want contact details of a company in the website so that I can contact them whenever needed Completed

**US6:** As a user, I want to view map of a company on the website so that I can get the direction directly. Completed

**US7:** As a CEO of a company, I want to give access of security to a certain senior member so that there is less possibility of data breaches. Medium

**US8:** As an owner, I want to invest in best possible surveillance in the system so that I can protect my information. High

**US9:** As a user, I want my payment details to be private so that I can save my information. Completed

**US10:** As a user, I want to have a website where I can hire staffs to be sent to work on different occasions as requested by our clients. Completed

**US11:** As a staff management supervisor I the website to be accessible by the employees to view their overall ratings and feedbacks. Completed

**US12:** As a manager I want the website to have a login for staffs and employees. Completed

**US13:** As a manager I want the website to have a different login for our clients. Medium

**US14:** As a user, I want the website to be flexible so that I can select the works according to my interest and availability. Completed

**US15:** As a user I want to rate the employee that works for us according to the feedback of the customers so that he works with his full commitment. Completed

**US16:** As a user I want to have the system which is easily adaptable according to requirement changes and suitable on any screen design.Completed

**US17:** As a user I want pre-booking system so that good services can be received. Completed

**US18:** As a user I want to register to the system with my details, so that I do not have to provide my information every time. Completed

**US19:** As a user I want to login to the system so that I can get information regarding the services.Sprint 5

**US20:** As an owner I want to have the system which will track the success of the company along with planning according to different scenarios. Sprint 5

**US21:** As a user I want to provide personal feedback so that company would also know about their competition in the market. Completed

**US22:** As a user, I want to have the system which will accept any payment options such as credit cards, debit cards, PayPal, etc. Sprint 5

**US23:** As an owner I want to have the screen of the system to be simple and clear so that there will be no error while logging to the system. Completed

**US24:** As an owner I want to know the details of every staff members and their backgrounds so that staff members can be distributed according to their levels. Low

**US25:** As a user, I want a proper website to book a service fast without any additional charges. Completed

**US26:** As a COE, I want to create a website to advertise the business creating ads and promotions. Sprint 5

**US27:** As a COE, I want to create a system to help workers to communicate via messages and emails letting them know about their job as soon as possible. Completed

**US28:** As a user, I want a fastest and guarantied service with convenient time schedule. Sprint 5

**US29:** As a user, I want 24/7 costumer service so that I can contact the office anytime. Completed

**US30:** As an owner, I want my system to be protected and safe with limited access to the staff Medium

**US31:** As a user, I want to create an account in a system to save my information so that it will be easier for me to provide my details for multiple bookings. Sprint 5

**US32:** As an owner, I want my provide access to staff just to record their attendance. Low

**US33:** As a user, I want to ensure that, I will get notification regarding the job. Also, I should be able to check it online what’s happening during the job. Completed

**Sprint Backlog**

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| --- | --- | --- |
| **Requirement** | **Conditions of satisfaction** | **Task & Estimates** |
| **US19:** As a user I want to login to the system so that I can get information regarding the services. | Login is required.  User can go to our service page to view the services.  Customer can only book in the given time and date.  Once the given date is full, user must choose next available day.  Service will be booked only if the payment is completed. | T1. Create an email ID of the company to communicate with the customer. 1 day (Manish)  T2. Generate more advanced service page for easier and convenient assistance. ½ day (Sujata)  T3. Close the booking date during public holidays. 1 day (Dinesh)  T4. Send auto-generated emails to customers about their booking services. ½ day (Anthony) |
| **US26:** As a COE, I want to create a website to advertise the business creating ads and promotions. | Login and registration are must to see the advertisement and promotion.  User should be able apply for discount services using promotion code.  Personal details are must for applying for discount. | T5. Create a database where display our promotion and advertisement. 1 day (Sujata)  T6. User should able to apply for discount with provided code that will record in database system. 1/2 day (Sujata)  T7. Create a database where we can store a data of client. 1 day (Mohit) |
| **US28:** As a user, I want a fastest and guarantied service with convenient time schedule | Login is always required to check the websites facilities.  Users need to go to service pages to know about our service How fast and convenient it is.  Also, User can see the reviews of other customer to know about the service that our website is providing.  With the time schedule users must select the exact date for the service and do bookings on time so that there will not be any problems with the date and time which has been set already. | T8. Service page needs to be modified with more details about our guarantied services. ½ day(Mohit)  T9. Reviews of the customers should be visible to the users so that they find it easy to be sure about our fastest and guarantied service.1 day (Dinesh)  T10. Booking should be available and need to be done 2 days before. ½ day (Manish) |
| **US22:** As a user, I want to have the system which will accept any payment options such as credit cards, debit cards, PayPal, etc | A page is required for the payment options.  Users need to have credit card details or PayPal account.  Users can save their payment details for further use. | T11. A link should be created where users are able to complete the payment. 1 day (Dinesh)  T12. Payments from users should be enabled via credit card or PayPal account. ½ day (Sujata).  T13. A database is to be created where the payment details of users are stored. . ½ day (Manish) |
| **US31:** As a user, I want to create an account in a system to save my information so that it will be easier for me to provide my details for multiple bookings. | User Registration is required  User login Credentials is required.  User completed a booking and other services.  User Information is stored in the Database.  Cache Memory can help to Automatically fill up User information faster. | T14. User login and Registration page is created. (Dinesh) ½ day  T15. User database is created for storage and retrieval of information. (Sujata) ½  day  T16. Pages for booking and other services are created in the system. (Anthony) ½  day  Cache Memory is enabled. |

**BURN DOWN CHART**

During sprint 2, we were running behind the schedule and effort but at the time of sprint 4, we picked up our pace and were ahead of the schedule. Now at the sprint 5, we are exactly at the place when we first intended.

**Review Meeting:**

Sprint 5: Checked the contents, fix some errors regarding each pages of the website. Also, Modified service page and added more detail information of our quality service.

**Date and time**: 02/06/2020, 4:00PM

**Venue**: Skype Video Call

**Minutes taken by**: Mohit, Sujata, Manish, Anthony, and Dinesh

**Agenda item 1: Demonstration feedback:**

* Overall, Well organized.
* Very flexible and easy to use
* Given Information’s are well-presented
* More work needs to be done on bookings and scheduling time and date.
* Users should be able to see the reviews of the customer which needs to be fixed.
* Required more details information on our services page regarding our service history.

**Agenda item 2: Theme of next sprint**

Users want to know more about our service. For example- How fast our service is? and so on. Also, they wanted to do bookings so that they can schedule the date and time and make themselves free on that time only which will help them save their time or lining up in the queue. Also, we are thinking of advertising our fastest service and promote so that the customer will not regret later for selecting us.

**Agenda item 3: Next review meeting**

The next meeting is scheduled for 06/06/2020 at 3:00 PM

Retrospective Meeting:

**Date and time: 1st June, 2020**

**Venue**: Video call on Facebook messenger

**Minutes taken by** Manish, Dinesh, Sujata, Mohit, Anthony

Item1: What went well?

* The joint effort between the group worked out in a good way.
* The issues in the previous sprint were as often as possible examined with the goal that we will be guaranteed not to rehash them.
* The assessed time for finishing of undertaking was close.

Item2: What could be improved?

* We have to focus on the subtleties all through the undertaking.
* We have to cover all the necessities as gave in the task portrayal.
* The documentation should be seen once in detail by the entire group previously accommodation so there is less possibility of blunders.
* The documentation ought to be settled in any event daily before due dates so that the late submission punishment won't be applied.
* The team should be task every task seriously and must be there in each gathering.

Item3: What can we do?

* We have to focus on theimprovement.
* We likewise need to determine the in-scope prerequisites for the undertaking to encourage making the work breakdown structure.
* We have to get ready for any potential dangers thinking about electivemethodologies.

Item4: What is not in our control?

* Power cut off during online meetings.
* Loss of data.

Statement of Contribution

Manish: Created a mailing system that is used to update customer about their booking, general Information, and promotional services.

Sujata: Created a database for advertisement and other promotional services.

Mohit: Created a system for scheduling and time slot for faster booking.

Dinesh: Created a link the database where payment transactions are completed.

Anthony: Created a database for data storage and information retrieval.