Project Planning Phase

Date	27 October 2025
Team ID	NM2025TMID07661
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	5 Marks

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

Product Backlog, Sprint Schedule, and Estimation (4 Mark)

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 Member
Sprint-1	Ticket Management	USN-1	As an admin, I can create new support tickets and categorize them by issue type.	3	High	Muthulakshmi M
Sprint-1	Assignment System	USN-2	As a manager, I can assign tickets to	4	High	Jenis Priya B

			available agents manually or automatically.			
Sprint-2	Automation Engine	USN-3	As a system, tickets should auto-assign based on agent workload and ticket priority.	5	High	Sivasakthi D
Sprint-2	Notification Feature	USN-4	As an agent, I receive notifications when a new ticket is assigned or escalated.	3	Medium	Ahisha Jeslin C
Sprint-3	Notification Feature	USN-4	As an agent, I receive notifications when a new ticket is assigned or escalated.		Medium	Ahisha Jeslin C

Sprint-3	Performance Dashboard	USN-5	As a manager, I can view statistics on ticket response and resolution times.		Medium	Jenis Priya B
Sprint-4	Quality Testing	USN-6	As a QA tester, I verify ticket assignment accuracy and response tracking.		High	Sivasakthi D

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-	18	6 Days	01 October	06 October	18	06 October

1			2025	2025		2025
Sprint-2	20	6 Days	07 October 2025	12 October 2025	19	12 October 2025
Sprint-3	18	6 Days	13 October 2025	18 October 2025	18	18 October 2025
Sprint-4	15	6 Days	19 October 2025	24 October 2025	15	24 October 2025

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

Velocity

Average velocity = (Total Story Points Completed) / (Total Duration in Days) Total: 70 points over 24 days → Velocity = 2.91 points/day

Burndown Chart:

A burndown chart visually represents the remaining work versus time. It helps teams track sprint progress and ensures that all planned tasks are on schedule for completion.

References:

https://www.atlassian.com/agile/tutorials/burndown-charts

https://www.visual-paradigm.com/scrum/what-is-agile-software-development/

https://www.atlassian.com/agile/tutorials/how-to-do-scrum-with-jira-software

https://www.atlassian.com/agile/project-management/estimation