

## Project Planning Phase

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

Date	01 NOVEMBER 2025
Team ID	NM2025TMID05565
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 Management	USN-1	As an admin, I can create and manage support tickets in the system.	2	High	N. Durga Mahendra
Sprint-1	User Assignment	USN-2	As a system admin, I can automatically assign tickets to available support agents.	3	High	R. S. S. Manoj
Sprint-2	Prioritization Logic	USN-3	As a system admin, I can implement logic that assigns tickets based on priority and workload.	4	High	N. Durga Mahendra
Sprint-2	Notification System	USN-4	As a support agent, I should receive notifications when a new ticket is assigned to me.	3	Medium	N. Gowtham

<b>Sprint-2</b>	Performance Monitoring	USN-5	As a manager, I can view metrics to track agent workload and ticket resolution time.	3	Medium	O. Sravani
<b>Sprint-3</b>	Testing & Validation	USN-6	As a tester, I can verify automatic assignment, notifications, and data accuracy.	3	High	R. S. S. Manoj

**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	01 October 2025	06 October 2025	20	06 October 2025
Sprint-2	20	6 Days	07 October 2025	12 October 2025	19	12 October 2025
Sprint-3	20	6 Days	13 October 2025	18 October 2025	20	18 October 2025
Sprint-4	20	6 Days	19 October 2025	25 October 2025	20	25 October 2025

## Velocity

Average velocity = (Total Story Points Completed) / (Total Duration in Days)

Total: 16 points over 9 days → **Velocity = 1.78 points/day**

### Burndown Chart:

A **Burndown Chart** graphically shows the remaining work (story points) versus time.

- **X-Axis:** Sprint days
- **Y-Axis:** Remaining story points
- The chart begins at 20 story points per sprint and gradually declines as user stories are completed.
- By the end of each sprint, the line should reach zero, representing full completion of sprint goals.
- A steady downward slope indicates balanced work distribution and sprint success.

### Reference:

- <https://www.atlassian.com/agile/project-management>
- <https://www.atlassian.com/agile/tutorials/how-to-do-scrum-with-jira-software>
- <https://www.atlassian.com/agile/tutorials/epics>
- <https://www.atlassian.com/agile/tutorials/burndown-charts>