

## Project Planning Phase

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

Date	22 May 2025
Team ID	LTVIP2025TMID20310
Project Name	Resolvenow: Your Platform For Online Complaints
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	User Registration & Login	USN-1	As a user, I can register for the application by entering my email, password, and confirming my password.	3	High	Katikolu Prajitha Kandula Neelima Kanche Navya Kantamneni Dheeraj
	Complaint Submission	USN-2	As a user, I can submit a complaint by filling out a detailed form.	2	High	Katikolu Prajitha Kandula Neelima Kanche Navya Kantamneni Dheeraj
Sprint-2	Status Tracking	USN-3	As a user, I can view the status of my submitted complaints.	3	High	Katikolu Prajitha Kandula Neelima Kanche Navya Kantamneni Dheeraj
	Admin Complaint Assignment	USN-4	As an admin, I can assign complaints to agents for resolution.	2	Medium	Katikolu Prajitha Kandula Neelima Kanche Navya Kantamneni Dheeraj
Sprint-3	Agent-User Interaction	USN-5	As a user, I can chat with the assigned agent regarding my complaint.	3	Low	Katikolu Prajitha Kandula Neelima Kanche Navya Kantamneni Dheeraj

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
	Profile Management	USN-6	As a user, I can view and update my profile information.	2	High	Katikolu Prajitha Kandula Neelima Kanche Navya Kantamneni Dheeraj
Sprint-4	Agent Dashboard	USN-7	As an agent, I can see all complaints assigned to me and update their status.	3	High	Katikolu Prajitha Kandula Neelima Kanche Navya Kantamneni Dheeraj
	Admin Dashboard & Monitoring	USN-8	As an admin, I can monitor system activity and manage users and agents.	2	Medium	Katikolu Prajitha Kandula Neelima Kanche Navya Kantamneni Dheeraj

#### 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	22 May 2025	21 June 2025	20	22 May 2025
Sprint-2	20	6 Days	22 June 2025	21 July 2025	20	22 May 2025
Sprint-3	20	6 Days	22 July 2025	21 August 2025	20	22 May 2025
Sprint-4	20	6 Days	22 August 2025	22 September 2025	20	22 May 2025