**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 |
|  | 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 |