**Project Planning Phase**

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

|  |  |
| --- | --- |
| Date | 12-06-2025 |
| Team ID | LTVIP2025TMID20349 |
| Project Name | Resolve Now: Your Platform For Online Complaints |
| Maximum Marks | 5 Marks |

**Product Backlog, Sprint Schedule, and Estimation (4 Marks)**

**Product Backlog & Sprint Schedule**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sprint** | **Functional Requirement (Epic)** | **User Story Number** | **User Story / Task** | **Story Points** | **Priority** | **Team Members** |
| **Sprint-1** | |  | | --- | | **User Authentication** |  |  | | --- | |  | | USN-1 | As a user, I can sign up and log in securely. | 3 | High | Manntasha,Priyanka |
| **Sprint-2** | **Complaint Submission** | USN-3 | As a user, I can submit a complaint with relevant details and documents. | 2 | High | Varun |
| **Sprint-3** | **Complaint Tracking & Communication** | USN-4 | |  | | --- | |  |  |  | | --- | | As an agent, I can view and manage complaints assigned to me. | | 3 | High | Varun,Vamsi |
|  |  | USN-5 | As a user, I can track the status of my complaint in real-time   |  | | --- | |  | | 2 | High | Priyanka |
|  |  | USN-6 | As a user, I can chat with the assigned agent regarding my complaint. | 2 | Medium | Manntash |
| **Sprint-4** | **Complaint cancellation and integration of chatbot** | USN-7 | As a user, I can chat with chatbot regarding issues of the complaints. | 3 | High | Manntasha,Varun |
|  |  | USN-8 | As a user, I can cancel the complaint if the issue resolved.   |  | | --- | |  |  |  | | --- | |  | | 2 | Medium | Vamsi |
|  |  | USN-9 | As a user, I can talk with chatbot regarding the complaint cancellation and update status. | 2 | Medium | Varun |

**Project Tracker, Velocity & Burndown Chart**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **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 | 12 June 2025 | 13 june 2025 | 20 | 13 june 2025 |
| **Sprint-2** | 20 | 6 Days | 14 June  2025 | 15 june 2025 | 20 | 15 june 2025 |
| **Sprint-3** | 20 | 6 Days | 16 June  2025 | 17 june 2025 | 20 | 17 june 2025 |
| **Sprint-4** | 20 | 6 Days | 18 June 2025 | 19 june 2025 | 20 | 19 june 2025 |