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

Date	01 NOVEMBER 2025
Team ID	NM2025TMID07749
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

Sprint-2	Performance Monitoring	USN-5	As a manager, I can view metrics to track agent workload and ticket resolution time.	3	Medium	O. Sravani
Sprint-3	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