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

Date	1 NOVOMBER 2025
Team ID	NM2025TMID0043
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 Creation and Intake	UST-1	As a triage agent, I want new tickets to be auto-assigned based on skill so that I don't manually assign each one.	5	High	B.Santhana Bharathi
Sprint-1	Automated Assignment / Routing	UST-2	As a support manager, I want a dashboard showing unassigned tickets older than 10 min so we can reduce assignment lag.	3	High	K. Thanga Selvi
Sprint-2	Agent / Team Workload Visibility & Management	UST-3	As an agent, I want to see my current open ticket count so workload is visible and balanced.	2	High	M. Vasantha
Sprint-2	Ticket Handling and Lifecycle Management	UST-4	As an agent, I want to see my current open ticket count so workload is visible and balanced.	3	High	G. Selva Jothi
Sprint-2	Service Level Agreement (SLA) Monitoring & Escalation	UST-5	As a support operation executive, I want first-contact resolution (FCR) baseline measured this sprint so we can set improvement targets next sprint.	2	Medium	B.Santhana Bharathi
Sprint-3	Reporting, Analytics & Dashboards	UST-6	As a developer, I want to document the architecture and planning phases for submission.	3	Medium	K.Thanga Selvi

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	31 Septembe 2025	05 Octobrer 2025	20	05Octobrer 2025
Sprint-2	20	6 Days	05Septembe 2025	11 Octobrer 2025	20	11 Octobrer 2025
Sprint-3	20	6 Days	12Septembe2025	18 JOctobrer 2025	19	18Octobrer 2025
Sprint-4	20	6 Days	19 September2025	25 Octobrer 2025	20	25 Octobrer 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 burn down chart is a graphical representation of work left to do versus time. It is often used in agile software development methodologies such as Scrum.However, burn down charts can be applied to any project containing measurable progress overtime.

https://www.visual-paradigm.com/scrum/scrum-burndown-chart/

https://www.atlassian.com/agile/tutorials/burndown-charts

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/sprints

https://www.atlassian.com/agile/project-management/estimation

https://www.atlassian.com/agile/tutorials/burndown-charts