**Project Planning Phase**

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

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| --- | --- |
| **DATE:** | **26-06-2025** |
| **Team ID :** | **LTVIP2025TMID55625** |
| **Project Name :** | **ResolveFlow: Online Complaint Registration and Management System** |

| **Backlog Item ID** | **Type** | **Description** | **User Story Reference** | **Priority** | **Story Points** | **Status** | **Notes** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| PB-001 | Feature | User Registration & Login | US-001 | 1 | 8 | To Do | Essential for user access. |
| PB-002 | Feature | Complaint Submission Form | US-002, US-003 | 1 | 13 | To Do | Includes attachments. |
| PB-003 | Feature | Real-time Complaint Tracking Dashboard | US-004 | 1 | 8 | To Do | Visual progress, status updates. |
| PB-004 | Feature | In-app Messaging (User-Agent Chat) | US-005 | 2 | 21 | To Do | Core communication feature. |
| PB-005 | Feature | Automated Email/SMS Notifications | US-006 | 2 | 5 | To Do | For status changes. |
| PB-006 | Feature | Admin - Complaint Assignment & Routing | US-007 | 2 | 13 | To Do | Manual assignment initially. |
| PB-007 | Feature | Data Security & Privacy (Core) | US-008 | 1 | 21 | To Do | Hashing, encryption in transit. |
| PB-008 | Enhancement | Pre-filled User Details on Forms |  | 3 | 3 | To Do | Improves user convenience. |
| PB-009 | Feature | User Feedback Submission after Resolution | US-009 | 3 | 5 | To Do | Crucial for continuous improvement. |
| PB-010 | Technical Debt | Refactor API Authentication Module |  | 4 | 8 | To Do | Improve long-term maintainability. |

### ****Sprint Planning Template****

| **Sprint Goal:** Enable core customer complaint submission and tracking capabilities. |  
| **Sprint Duration:** 2 Weeks: June 12 – June 24|  
| **Sprint Team:** 5 Members (Dev A, Dev B, Dev C, Security, QA) |  
| **Total Capacity (Story Points):** 40 (Each member contributing ~8 story points per sprint) |

| **Sprint Backlog Item ID** | **Product Backlog Item (Brief Description)** | **User Story Reference** | **Story Points** | **Assigned To** | **Status** | **Notes** |
| --- | --- | --- | --- | --- | --- | --- |
| SP-001 | User Registration & Login | US-001 | 8 | Dev A | To Do | Includes email verification. |
| SP-002 | Complaint Submission Form (basic fields) | US-002 | 8 | Dev B | To Do | Without attachments initially. |
| SP-003 | Real-time Complaint Tracking (basic status) | US-004 | 5 | Dev C | To Do | Displays status updates only. |
| SP-004 | Automated Email Notifications (basic) | US-006 | 3 | Dev B | To Do | On complaint submission/assignment. |
| SP-005 | Core Data Security (Password Hashing) | US-008 | 8 | Security | To Do | Focus on secure password storage. |
| SP-006 | Feedback Form (basic setup) | US-009 | 5 | QA | To Do | Ensures user feedback mechanism. |
| SP-007 | Pre-filled User Details on Forms | PB-008 | 3 | Dev A | To Do | Improves user convenience. |

| **Role** | **Assigned Tasks** |
| --- | --- |
| **Dev A** | - User Registration & Login (SP-001) - Pre-filled User Details on Forms (SP-007) |
| **Dev B** | - Complaint Submission Form (SP-002) - Automated Email Notifications (SP-004) |
| **Dev C** | - Real-time Complaint Tracking Dashboard (SP-003) |
| **Security** | - Core Data Security (SP-005) |
| **QA** | - Feedback Form setup and testing (SP-006) |

**3. User Stories Template**

| **User Story ID** | **As a...** | **I want to...** | **So that...** | **Acceptance Criteria** | **Story Points** |
| --- | --- | --- | --- | --- | --- |
| US-001 | Customer | register an account and log in securely | I can access the complaint system. | 1. User can create an account with valid email/password. 2. Email verification is sent/received. 3. User can log in with verified credentials. 4. Invalid attempts are securely handled. | 8 |
| US-002 | Customer | submit a new complaint with details | my issue is communicated to the team. | 1. Access a "Submit Complaint" form. 2. Mandatory fields (Title, Description, Type). 3. Confirmation message post submission. | 8 |
| US-003 | Customer | attach documents to my complaint | I can provide supporting information. | 1. Drag-and-drop/select files (JPG, PNG, PDF). 2. Successfully upload and link files to the complaint. 3. View attached files post submission. | 5 |
| US-004 | Customer | track real-time status of my complaints | I stay informed about resolution progress. | 1. Dashboard lists submitted complaints. 2. Each complaint shows its current status. 3. Dashboard updates are immediate. | 8 |
| US-005 | Customer | communicate directly with the assigned agent | I can clarify details and get updates. | 1. Chat interface on complaint details page. 2. Real-time messages with the agent. 3. Persist chat history. | 13 |
| US-006 | Customer | receive notifications for key events | I am informed without checking manually. | 1. Emails sent on submission, status change, and assignment. | 5 |
| US-007 | Admin | assign/reassign complaints to agents | complaints are efficiently handled. | 1. View unassigned/assigned complaints. 2. Select agent from a list and assign/reassign complaints. | 13 |
| US-008 | System | secure data and communications | personal info and complaints are protected. | 1. Passwords are hashed. 2. Data transmitted via HTTPS. 3. Authorized access only. | 21 |
| US-009 | Customer | provide feedback post resolution | I can share my experience. | 1. Prompted for feedback post-resolution. 2. Form allows ratings/comments. 3. Submit feedback successfully. | 5 |