

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

Date	18-06-2025
Team ID	LTVIP2025TMID53208
Project Name	ResolveNow: 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
Sprint-1	User Authentication	USN-1	As a user, I can sign up and log in securely.	3	High
		USN-2	As a user, I can reset my password.	2	Medium
Sprint2	Complaint Management	USN-3	As a user, I can lodge a complaint with details and category	3	High
		USN-4	As an agent, I can view assigned complaints and update status	3	High
Sprint3	Status Tracking & Chat	USN-5	As a user, I can track the status of my complaints	3	High
		USN-6	As a user, I can communicate with an agent via a secure chat interface.	3	Medium
Sprint4		USN-7	As an admin, I can assign agents and monitor complaint progress.	3	High

	Admin & Reports	USN-8	As an admin, I can generate reports on agent performance and complaint trends.	2	Medium
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Project Tracker, Velocity & Burndown Chart

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed	Sprint Release Date (Actual)
Sprint1	5	6 Days	1 Aug 2025	6 Aug 2025	5	6 Aug 2025
Sprint2	6	6 Days	7 Aug 2025	12 Aug 2025	6	12 Aug 2025
Sprint3	8	6 Days	13 Aug 2025	18 Aug 2025	8	18 Aug 2025
Sprint4	8	6 Days	19 Aug 2025	24 Aug 2025	8	24 Aug 2025