Project Planning Phase

Project Planning Template (Product Backlog, Sprint Planning, Stories, Story Points)

Date	02 NOVEMBER 2025
Team ID	NM2025TMID01377
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Mark	5 Marks

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

Use the below template to create the 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 log new support tickets received through email or chat channels.	2	High	N. Durga Mahendra
	Assignment Rules	USN-2	As a system, I should automatically categorize and prioritize tickets based on keywords.	3	High	R.S.S. Manoj
Sprint 2	Auto Assignment	USN-3	As an admin, I want tickets to be automatically assigned to agents based on skills and workload.	3	High	N. Durga Mahendra
	Notification	USN-4	As a user, I should receive notifications when a ticket is assigned or updated.	2	Medium	O. Sravani
Sprint 3	Analytics & Reporting	USN-5	As a manager, I want to view dashboards showing ticket trends and agent performance.	3	Medium	N. Gowtham

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
	Documentation	USN-6	As a developer, I will document the architecture, workflows, and testing phases for final submission.	2	Medium	N. Durga Mahendra

Project Planning Template (Product Backlog, Sprint Planning, Stories, Story Points)

Date	Team ID	Project Name	Maximum Marks
28 June 2025	LTVIP2025TMID31059	Streamlining Ticket Assignment for Efficient Support Operations	5 Marks

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

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint 1	Ticket Logging	USN-1	As an admin, I can create and log new support tickets from different input channels.	2	High	N. Durga Mahendra
	Ticket Categorization	USN-2	As a system, I should automatically categorize incoming tickets based on keywords or issue types.	3	High	R.S.S. Manoj
Sprint 2	Auto Assignment	USN-3	As an admin, I want tickets to be auto-assigned to available agents based on expertise and workload.	3	High	N. Durga Mahendra
	Notifications	USN-4	As a user, I should receive real-time notifications when tickets are assigned or updated.	2	Medium	N. Gowtham
Sprint 3	Reporting & Analytics	USN-5	As a manager, I want to view ticket resolution metrics and agent performance dashboards.	3	Medium	O. Sravani
	Documentation	USN-6	As a developer, I want to document the complete architecture, workflow, and test results for submission.	2	Medium	N. Durga Mahendra

Velocity is a measure of the amount of work a team can complete during a sprint.
It helps in predicting future sprint capacity and improving sprint planning accuracy.

$$\text{Velocity} = \frac{\text{Total Story Points Completed}}{\text{Number of Sprints}}$$

Sprint	Planned Story Points	Completed Story Points
Sprint 1	5	4
Sprint 2	5	5
Sprint 3	5	4