**Project Planning Phase**

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

|  |  |
| --- | --- |
| Date | June2025 |
| Team ID | LTVIP2025TMID58285 |
| Project Name | Service Desk for Customer Complaint Resolution |
| Maximum Marks | 5 Marks |

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sprint** | **Functional Requirement (Epic)** | **User Story Number** | **User Story / Task** | **Story Points** | **Priority** | **Team Member** |
| Sprint-1 | Registration | USN-1 | As a user, I can register with name, email, and password. | 2 | High | Ganta Jasmin |
| Sprint-1 | Registration | USN-2 | As a user, I receive a confirmation or success message after registration. | 1 | High | Ganta Jasmin |
| Sprint-1 | Login | USN-3 | As a user, I can log in using my email and password. | 1 | High | Chukka Abhishek Mahin Prabhas |
| Sprint-2 | Complaint Submission | USN-4 | As a user, I can submit a complaint with subject and description. | 3 | High | Chintalacheruvu L V L Santosh |
| Sprint-2 | Complaint Tracking | USN-5 | As a user, I can track the status of my submitted complaints. | 2 | High | Chintalacheruvu L V L Santosh |
| Sprint-3 | Agent Interaction (Chat) | USN-6 | As a user, I can chat with the assigned agent in real-time. | 3 | Medium | Chandramalla Manoj Kumar |
| Sprint-3 | Admin Assignment | USN-7 | As an admin, I can assign complaints to agents based on workload. | 3 | Medium | Chandramalla Manoj Kumar |
| Sprint-4 | Admin Dashboard | USN-8 | As an admin, I can view all complaints and manage users and agents. | 4 | High | Chukka Abhishek Mahin Prabhas |

# Project Tracker, Velocity & Burndown Chart (4 Marks)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sprint** | **Total Story**  **Points** | **Duration** | **Sprint Start Date** | **Sprint End Date (Planned)** | **Story Points Completed** | **Sprint Release Date**  **(Actual)** |
| Sprint-1 | 6 | 5 Days | 15 June 2025 | 19 June 2025 (Thu) | 6 | 19 June 2025 |
| Sprint-2 | 7 | 5 Days | 20 June 2025 | 24 June 2025 (Tue) | 7 | 24 June 2025 |
| Sprint-3 | 6 | 5 Days | 25 June 2025 | 29 June 2025 (Sun) | 6 | 29 June 2025 |
| Sprint-4 | 4 | 5 Days | 30 June 2025 | 04 July 2025 (Fri) | 4 | 04 July 2025 |

# Velocity Calculation

* **Total Story Points Completed**: 4 + 5 + 6 + 4 = **19**
* **Number of Sprints**: 4
* **Team Velocity** = 19 / 4 = **4.75 Story Points/Sprint**