

Project Planning Phase

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

Date	13 NOVEMBER 2025
Team ID	NM2025TMID03380
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
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 Members
Sprint-1	Ticket Data Setup & Configuration	USN-1	As an admin, I can create and configure support ticket categories and priorities.	2	High	(Your Name)
Sprint-1	Agent Setup & Workload Tracking	USN-2	As a support manager, I can register agents and track their workload status.	3	High	(Teammate-1)
Sprint-2	Automated Assignment Rules	USN-3	As a system admin, I want to implement rule-based ticket assignment based on skill and workload.	4	High	(Teammate-2)

Sprint-2	Notification & Alerts	USN-4	As a support agent, I should receive automated notifications when a new ticket is assigned to me.	3	Medium	(Teammate-3)
Sprint-3	Ticket Queue Dashboard	USN-5	As a manager, I need a dashboard to visualize ticket status, agent availability, and overall queue flow.	4	High	(Teammate-4)
Sprint-3	Testing & Validation	USN-6	As a tester, I should verify that tickets are assigned correctly to appropriate agents under various conditions.	3	Medium	(Your Name)
Sprint-4	Documentation & Final Deployment	USN-7	As a developer, I want to document the entire workflow and finalize deployment.	2	Medium	(Teammate-2)

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	20	6 Days	01 Nov 2025	06 Nov 2025	20	06 Nov 2025
Sprint-2	20	6 Days	07 Nov 2025	13 Nov 2025	20	13 Nov 2025
Sprint-3	20	6 Days	14 Nov 2025	20 Nov 2025	19	20 Nov 2025
Sprint-4	20	6 Days	21 Nov 2025	27 Nov 2025	20	27 Nov 2025

Velocity Calculation

Average Velocity = Total Duration in Days / Total Story Points Completed

Total: 79 Points over 24 Days

Velocity = 3.29 points/day

Burndown Chart Explanation

A Burndown Chart visually shows how much work remains vs. time.

It helps track sprint progress, identify delays, and forecast completion speed.

References:

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

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