

## 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>