

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

Date	June2025
Team ID	LTVIP2025TMID50838
Project Name	ResolveNow: Your Platform for Online Complaints
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	Registration	USN-1	As a user, I can register for the application by entering my email, password, and confirming my password.	2	High	lakshamaiah
Sprint-1	Registration	USN-2	As a user, I will receive confirmation email once I have registered for the application	1	High	lakshamaiah
Sprint-1	Registration	USN-4	As a user, I can register for the application through Gmail	2	Medium	lakshamaiah
Sprint-2	Registration	USN-3	As a user, I can register for the application through Facebook	2	Low	lakshamaiah

<b>Sprint-1</b>	<b>Login</b>	<b>USN-5</b>	<b>As a user, I can log into the application by entering email &amp; password</b>	<b>1</b>	<b>High</b>	<b>lakshamaiah</b>
<b>Sprint-2</b>	<b>Complaint Submission</b>	<b>USN-6</b>	<b>As a user, I can submit a complaint with subject, description, and attachments</b>	<b>3</b>	<b>High</b>	<b>hemasri</b>
<b>Sprint-2</b>	<b>Complaint Tracking</b>	<b>USN-7</b>	<b>As a user, I can track the status of my submitted complaints</b>	<b>2</b>	<b>High</b>	<b>hemasri</b>
<b>Sprint-3</b>	<b>Agent Interaction</b>	<b>USN-8</b>	<b>As a user, I can chat with the assigned agent to discuss the issue</b>	<b>3</b>	<b>Medium</b>	<b>hemasri</b>
<b>Sprint-3</b>	<b>Admin Assignment</b>	<b>USN-9</b>	<b>As an admin, I can assign complaints to agents based on their availability</b>	<b>3</b>	<b>Medium</b>	<b>bhavana</b>
<b>Sprint-4</b>	<b>Admin Dashboard</b>	<b>USN-10</b>	<b>As an admin, I can monitor all submitted complaints and manage agents</b>	<b>4</b>	<b>High</b>	<b>bhavana</b>

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

<b>Sprint</b>	<b>Total Story Points</b>	<b>Duration</b>	<b>Sprint Start Date</b>	<b>Sprint End Date (Planned)</b>	<b>Story Points Completed (as on Planned End Date)</b>	<b>Sprint Release Date (Actual)</b>
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<b>Sprint-1</b>	<b>6</b>	<b>5 Days</b>	<b>01 Feb 2025</b>	<b>05 Feb 2025</b>	<b>6</b>	<b>05 Feb 2025</b>
<b>Sprint-2</b>	<b>7</b>	<b>5 Days</b>	<b>06 Feb 2025</b>	<b>10 Feb 2025</b>	<b>7</b>	<b>10 Feb 2025</b>
<b>Sprint-3</b>	<b>6</b>	<b>5 Days</b>	<b>11 Feb 2025</b>	<b>15 Feb 2025</b>	<b>6</b>	<b>15 Feb 2025</b>
<b>Sprint-4</b>	<b>4</b>	<b>5 Days</b>	<b>16 Feb 2025</b>	<b>20 Feb 2025</b>	<b>4</b>	<b>20 Feb 2025</b>

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### Velocity Calculation

- **Total Story Points Completed:  $6 + 7 + 6 + 4 = 23$**
- **Number of Sprints: 4**
- **Velocity =  $23 / 4 = 5.75$  Story Points per Sprint**

**Team Velocity: 5.75 Story Points/Sprint**