

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

Date	02 November 2025
Team ID	NM2025TMID04195
Project Name	Streamlining Ticket Assignment for Efficient Support Oper
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	Requirement Analysis	USN-1	As a project member, I can gather requirements and identify issues in manual ticket handling.	2	High	L.Keerthana
Sprint-1	System Design	USN-2	As a developer, I can design a system architecture for automated ticket routing..	3	High	V.Ambiha
Sprint-2	Automation Logic	USN-3	As a developer, I can implement AI-based logic for ticket assignment based on skill and workload..	2	High	S.Saranya
Sprint-2	UI/UX Design	USN-4	As a designer, I can create an intuitive interface for agents and managers.	3	High	L.Keerthana
Sprint-3	Testing &Validation	USN-5	As a tester, I can verify that tickets are assigned correctly and workload is balanced..	2	Medium	C.Sahaya Abinaya

Sprint-3	Documentation	USN-6	As a team, we can prepare project documentation and user guide for submission.	3	Medium	V.Ambiha

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

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed (as on Planned End Date)	Sprint Release Date (Actual)
Sprint-1	10	5 Days	15 october2025	20 october 2025	10	06 Nov 2025
Sprint-2	12	5 Days	21 october2025	26 october 2025	12	12 Nov2025
Sprint-3	10	5 Days	27 october 2025	1 November 2025	9	18 nov 2025

## Velocity

Average velocity = (Total Story Points Completed) / (Total Duration in Days)

Total: 31 points over 15 days → **Velocity = 1.72 points/day**

### Burndown Chart:

The **Burndown Chart** for the project *Streamlining Ticket Assignment for Efficient Support Operations* represents the progress of work completed over time across all sprints. Each sprint was planned for six days with a total of 32 story points distributed among three sprints. During the initial phase, Sprint 1 focused on requirement gathering and design, and all planned 10 story points were completed on time. Sprint 2 covered the implementation of automation logic and user interface design, with 12 story points achieved successfully within the planned schedule. In Sprint 3, which included testing, validation, and documentation, the team completed 9 out of 10 story points, leaving one point pending due to a minor delay in final documentation.

The Burndown Chart shows a steady decline in remaining story points each day, demonstrating consistent progress and effective sprint management. The actual progress line closely followed the planned line, with only small variations during the mid-sprints. This indicates that the team maintained good control over workload and quickly adapted to any challenges. The overall average velocity of the team was **1.72 story points per day**, reflecting stable and efficient performance throughout the project.