

Project Planning Phase

| | |
|--------------|---|
| Date | 02 NOVEMBER 2025 |
| Team ID | NM2025TMID04781 |
| Project Name | Streamlining Ticket Assignment for Efficient Support Operations |
| Maximum Mark | 5 Marks |

| Sprint | Functional Requirement (Epic) | User Story Number | Story User Story / Task | | Priority Points | Team Members |
|--------|-------------------------------|-------------------|-------------------------|--|-----------------|----------------------|
| | | | Sprint Ticket | Story | | |
| 1 | Management | USN-1 | Assignment Rules USN-2 | As an admin, I can log new support tickets received through email or chat channels. | 2 | N. Durga Mahendra |
| | | | | As a system, I should automatically categorize and prioritize tickets based on keywords. | 3 | R.S.S. Manoj |
| 2 | Auto Assignment | USN-3 | | As an admin, I want tickets to be automatically assigned to agents based on skills and workload. | 3 | N. Durga Mahendra |

| | | | | | |
|------------------------------|-------|--|---|--------|------------|
| Notification | USN-4 | As a user, I should receive notifications when a ticket is assigned or updated. | 2 | Medium | O. Sravani |
| Sprint Analytics & Reporting | USN-5 | As a manager, I want to view dashboards showing ticket trends and agent performance. | 3 | Medium | N. Gowtham |

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

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

Use the below template to create the product backlog and sprint schedule:

| Functional Requirement (Epic) | | User Story Number | User Story / Task | Story Points | Team Priority | Team Members |
|-------------------------------|-------------------|-------------------|---|--------------|---------------|--------------|
| Sprint Documentation | Requirement USN-6 | | <p>As a developer, I will document the architecture, workflows, and testing submission.</p> <p>N. Durga Mahendra phases for final</p> | 2 | Medium | |

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

| Date | Team ID | Project Name | Maximum Marks |
|--------------|--------------------|---|---------------|
| 28 June 2025 | LTVIP2025TMID31059 | Streamlining Ticket Assignment for Efficient Support Operations | 5 Marks |
| | | | |

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

| Sprint Requirement | Functional (Epic) | User Story / Task | Story Points | Story Number | User Priority | Team Members |
|--------------------|-------------------|-------------------|--------------|--------------|---------------|--------------|
|--------------------|-------------------|-------------------|--------------|--------------|---------------|--------------|

As an admin, I can create

| | | | | | | |
|---------------|----------------|--------------------------------------|-----------------------------|----------|------|----------|
| Sprint | | | and log new support tickets | 2 | High | N. Durga |
| 1 | Ticket Logging | USN-1 from different input channels. | | Mahendra | | |

As a system, I should

| | | | | |
|----------------|--|---|------|--------|
| Ticket USN-2 | automatically categorize | 3 | High | R.S.S. |
| Categorization | incoming tickets based on keywords or issue types. | | | Manoj |

As an admin, I want tickets

| | | | | | |
|---------------|-----------------|---|----------|------|----------|
| Sprint | | to be auto-assigned to | 3 | High | N. Durga |
| 2 | Auto Assignment | USN-3 available agents based on expertise and workload. | Mahendra | | |

As a user, I should receive

real-time

| | | | | |
|-------------------------|--|---|--------|--|
| Notifications N.Gowtham | USN-4 tickets are notifications assigned or updated. | 2 | Medium | |
|-------------------------|--|---|--------|--|

As a manager, I want to

Sprint Reporting & USN-5 view ticket resolution 3 Medium O. Sravani
3 Analytics metrics and agent performance dashboards.

As a developer, I want to

document

Documentation USN-6architecture, the workflow, complete and 2 Medium
N.Mahendra Durga
test results for submission.

Velocity is a measure of the amount of work a team can complete during a sprint.
It helps in predicting future sprint capacity and improving sprint planning accuracy.

Velocity=Total Story Points Completed/Number of Sprints
$$\text{Velocity} = \frac{\text{Total Story Points Completed}}{\text{Number of Sprints}}$$

Sprint Planned Story Points Completed Story Points

| | | |
|----------|---|---|
| Sprint 1 | 5 | 4 |
| Sprint 2 | 5 | 5 |
| Sprint 3 | 5 | 4 |