

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	User Story	User Story / Task	Story Points	Priority	Team Members
	(Epic) Number					
Sprint 1	Ticket Management	USN-1	As an admin, I can log new support tickets received through email or chat channels.	2	High	N. Durga Mahendra
	Assignment Rules	USN-2	As a system, I should automatically categorize and prioritize tickets based on keywords.	3	High	R.S.S. Manoj
	Auto Assignment	USN-3	As an admin, I want tickets to be automatically assigned to agents based on skills and workload.	3	High	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 &		As a manager, I want to view dashboards showing			N.
3	Reporting	USN-5	ticket trends and agent performance.	3	Medium	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:

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

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	RequirementFunctional(Epic)	NumberStoryUser
User Story / Task	PointsStory	Priority MembersTeam
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	automatically categorize 3	High R.S.S.
USN-2		
Categorization	incoming tickets based on	Manoj
keywords or issue types.		
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	Mahendra
expertise and workload.		
As a user, I should receive		
real-time		
Notifications	USN-4tickets are notifications assigned or when 2	Medium
N.Gowtham		
updated.		

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.

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

Sprint Planned Story Points Completed Story Points

Sprint 1	5	4
Sprint 2	5	5
Sprint 3	5	4