**Project Planning Phase**

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

|  |  |
| --- | --- |
| Date | 28-06-2025 |
| Team ID | LTVIP2025TMID54893 |
| Project Name | Online Complaint Management System |
| Maximum Marks | 5 Marks |

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

**Product Backlog & Sprint Schedule**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sprint** | **Functional Requirement (Epic)** | **User Story Number** | **User Story / Task** | **Story Points** | **Priority** | **Team Members** |
| **Sprint-1** | |  | | --- | | **User Authentication** | | USN-1 | As a user, I can register and log in securely | 3 | High |  |
|  |  | USN-2 | As a user, I can reset my password if forgotten. | 2 | Medium |  |
| **Sprint-2** | **Complaint Submission & Tracking** | USN-3 | As a user, I can submit a complaint with title and description. | 2 | High |  |
| **Sprint-3** | Admin Dashboard | USN-4 | As an admin, I can view and assign complaints to agents. | 3 | High |  |
|  |  | USN-5 | As an admin, I can view complaint statistics. | 2 | High |  |
| **Sprint-4** | Agent Actions | USN-6 | As an agent, I can view assigned complaints | 3 | High |  |
|  |  | USN-8 | As an agent, I can update the complaint status.   |  |  |  |  |  | | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | |  | 3 | High | Gudapati Posukumar | | | 2 | Medium |  |

**Project Tracker, Velocity & Burndown Chart**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **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** | 20 | 6 Days | 1 May 2025 | 2 june 2025 | 20 | 2 june 2025 |
| **Sprint-2** | 20 | 6 Days | 3 May  2025 | 4 june 2025 | 20 | 4 june 2025 |
| **Sprint-3** | 20 | 6 Days | 5 May  2025 | 6 june 2025 | 20 | 6 june 2025 |
| **Sprint-4** | 20 | 6 Days | 7 May 2025 | 8 june 2025 | 20 | 8 june 2025 |