

Project Planning Phase

Date: 29 October 2025

Team ID: NM2025TMID01216

Team Size: 4

Team Leader: A.abi

Team Members: M.madhavi, U.nandhini, M.rajesh, S.vijayakumar

Project Name: Streamlining Ticket Assignment for Efficient Support Operations

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	Ticket Creation	USN-1	As a leader of this team we are create our project with responsblity.	1	High	A.Abi
Sprint-2	Ticket Creation	USN-1	As a user, I can create a new support ticket with issue details and priority.	2	High	M.madhavi
Sprint-2	Ticket Categorization	USN-2	As a system, I can categorize tickets based on issue type and urgency.	3	High	U.nandhini

Sprint-2	Automated Assignment	USN-3	As the system, I will automatically assign tickets based on agent skill and workload.	4	High	M.rajesh
Sprint-2	Agent Dashboard	USN-4	As an agent, I can view and manage all assigned tickets efficiently.	3	Medium	S.vijayakumar

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	01 Nov 2025	05 Nov 2025	10	05 Nov 2025
Sprint-2	10	5 Days	06 Nov 2025	10 Nov 2025	10	10 Nov 2025
Sprint-3	10	5 Days	11 Nov 2025	15 Nov 2025	9	15 Nov 2025
Sprint-4	10	5 Days	11 Nov 2025	15 Nov 2025	10	15 Nov 2025
Sprint-5	10	5 Days	16 Nov 2025	20 Nov 2025	10	20 Nov 2025

Velocity:

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

= 39 Story Points / 20 Days = 1.95 Points/Day

Burndown Chart:

A burndown chart will track the progress of story point completion across sprints, displaying remaining work versus time. It provides a clear visual representation of development progress, helping ensure that tasks are completed within the planned schedule.