PROJECT PLANNING PHASE

Project planning Template (product backlog, Sprint Planning, stories, story points)

Date	02 NOVEMBER 2025
Team id	NM2025TMID00421
Project name	STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS
Maximum marks	5 MARKS

Product backlog, Sprint Schedule, and estimation (4 marks)

Use the below template to create product backlog and sprint schedule

Sprint	Functional requirements(epic)	User story number	User story/Task	Story points	priority	Team members
Sprint 1	Ticket creation	USN-1	AS a user , I can create a support ticket using simple form like type, priority.	3	High	Pradhoshini
Sprint 1	Automatic ticket assignment	USN-2	As a system , I should automatically assign new tickets to available agents.	3	High	sruthilayaa
Sprint 2	Manual reassignment	USN-3	As a team lead, I can manually reassign tickets to other agents if needed	3	High	Varsha

Sprint 2	Notification system	USN-4	As an agent , I should receive notifications when a ticket is assigned , reassigned	2	Medium	Pradhoshini
Sprint 2	Performance dashboard	USN-5	As an admin ,I can view ticket handling metrics and performance	4	Medium	sruthilayaa
Sprint 3	documentation	USN-6	As a developer , I will document the architecture , sprint planning , and results	3	Medium	Varsha

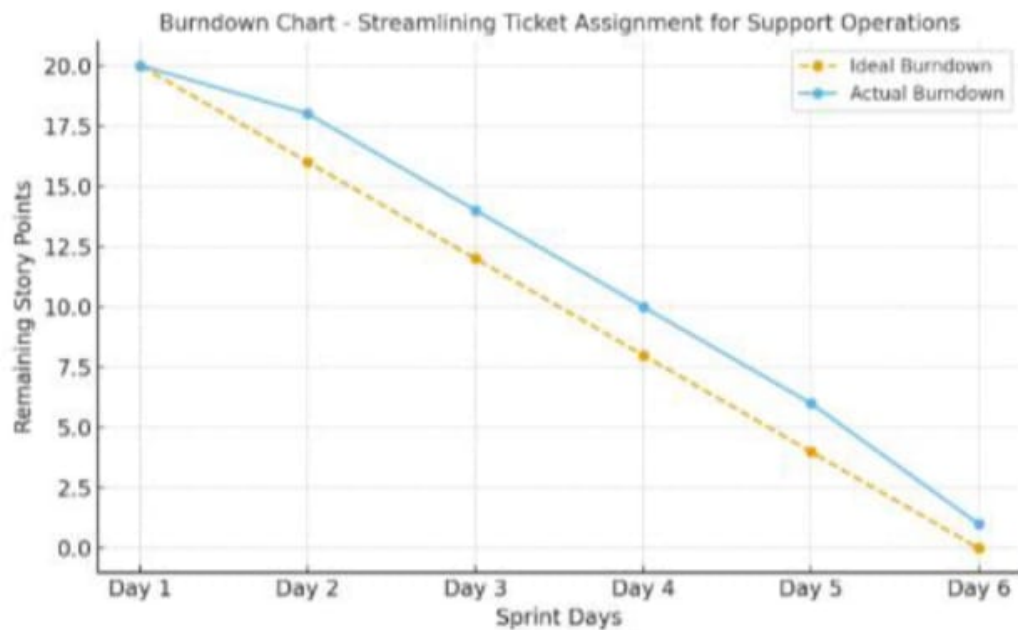Project Tracker, Velocity & BurnDown Chart(4 marks)

Sprint	Total story points	Duration	Sprint start date	Sprint end date(planned)	Story points completed(As an planned end date)	Sprint release date(Actual)
Sprint-1	20	6 days	31 may 2025	5 June 2025	20	5
Sprint-2	20	6 days	5 June 2025	11 June 2025	20	11 June 2025
Sprint-3	20	6 days	12 June 2025	18 June 2025	20	18 June 2025
Sprint-4	20	6 days	19 June 2025	25 June 2025	20	25 June 2025

Velocity

Average velocity = (total story points completed) / (total duration in days)

Total:16 points over 9 days –velocity=19.75 points/day

Burndown Chart:

Burndown Chart - Streamlining Ticket Assignment for Support Operations

Here's your Burndown Chart for the project "Streamlining Ticket Assignment for Support Operations" - showing the comparison between ideal progress and actual progress across the sprint days.