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| --- | --- |
| Date | 26-06-2025 |
| Team ID | LTVIP2025TMID46583 |
| Project Name | Resolve Now |
| Maximum Marks | 5 marks |

**Project Planning Phase**

**Project Planning Template (product Backlog, Sprint Planning, stories, story points)**

**Product Backlog, Sprint Schedule, and Estimation**

***Product Backlog & Sprint Schedule:***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sprint** | **Functional Requirement (Epic)** | **User Story ID** | **User Story / Task** | **Story Points** | **Priority** | **Team Members** |
| Sprint-1 | User Authentication | USN-1 | As a user, I can sign up and log in securely. | 3 | high | Harini, Mithra |
|  |  | USN-2 | As a user, I can reset my password. | 2 | Medium | Pradeep |
| Sprint-2 | Complaint Management | USN-3 | As a user, I can submit a new complaint. | 3 | High | Harini, Mithra |
|  |  | USN-4 | As a user, I can view the status of my complaints. | 2 | High | Ramesh |
| Sprint-3 | Agent Dashboard & Assignment | USN-5 | As an agent, I can view and update assigned complaints. | 2 | Medium | Pradeep,  Ramesh |
|  |  | USN-6 | As an agent, I can respond to user messages. | 2 | Medium | Harini |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Sprint-4 | Admin Panel & Feedback | USN-7 | As an admin, I can assign complaints to agents. | 3 | High | Mithra,  Pradeep |
|  |  | USN-8 | As a user, I can leave feedback on resolution. | 2 | Medium | Ramesh |
|  |  | USN-9 | As an admin, I can monitor platform metrics. | 2 | Medium | Harini |

***Project Tracker, Velocity & Burndown:***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sprint** | **Total Story Points** | **Duration** | **Sprint**  **Start Date** | **Sprint End Date** | **Story Points Completed** | **Sprint Release Date** |
| Sprint 1 | 5 | 6 Days | 1 June2025 | 6 June2025 | 5 | 6 June2025 |
| Sprint 2 | 5 | 6 Days | 7 June 2025 | 12 June2025 | 5 | 12 June2025 |
| Sprint 3 | 5 | 6 Days | 13 June2025 | 18 June2025 | 5 | 18 June2025 |
| Sprint 4 | 7 | 6 Days | 19 June2025 | 24 June2025 | 7 | 24 June2025 |

The Resolve Now development process was divided into **4 sprints**, each planned for **6 days**, ensuring focused and iterative progress. Every sprint targeted specific functional modules such as user authentication, complaint submission, agent actions, and admin panel integration.

**Story points** were assigned based on the complexity and time required to complete each user story using an **agile estimation method**. High-priority tasks like user login, complaint submission, and agent assignment were tackled in early sprints to ensure core functionality was delivered first.

We ensured a **balanced distribution of tasks among team members**, allowing for parallel development and faster delivery. The team consistently maintained a **stable velocity of 5–7 story points per sprint**, and all planned tasks were completed within the estimated timeframes.

This structured sprint breakdown helped us stay on track, minimize rework, and ensure that all key features were built, tested, and deployed with confidence. The use of a **sprint tracker and velocity chart** also allowed us to monitor progress, evaluate team performance, and adjust priorities when necessary — ensuring a successful and timely release of the Resolve Now platform.