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

Date	17 February 2026
Team ID	LTVIP2026TMIDS73212
Project Name	ResolveNow - Online Complaint Registration and Management System
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 Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	Registration	USN-1	User can register using email & password	2	High	Dev-1
Sprint-1	Registration	USN-2	User receives confirmation email	1	High	Dev-2
Sprint-1	Login	USN-3	User can login securely	1	High	Dev-1
Sprint-1	Complaint Submission	USN-4	User can submit complaint with details	3	High	Dev-2
Sprint-1	Admin Panel	USN-5	Admin can view all complaints	3	High	Dev-3
Sprint-2	Complaint Assignment	USN-6	Admin assigns complaint to agent	3	High	Dev-1
Sprint-2	Complaint Tracking	USN-7	User tracks complaint status	2	High	Dev-2
Sprint-2	Status Update	USN-8	Agent updates complaint status	2	High	Dev-3
Sprint-2	Email Notification	USN-9	User receives status update email	2	Medium	Dev-2
Sprint-3	Chat System	USN-10	Real-time chat between user & agent	5	High	Dev-1

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-3	Feedback	USN-11	User submits feedback after resolution	2	Medium	Dev-3
Sprint-3	Dashboard Analytics	USN-12	Admin views complaint analytics	3	Medium	Dev-2