## **Sprint Plan – ResolveNow: Your Platform for Online Complaints**

### Definitions Recap

* **Sprint:** A fixed period (e.g., 5 days) in which a team completes a set of stories.
* **Epic:** A large feature or module broken into smaller stories.
* **Story:** A unit of work representing a task within an Epic.
* **Story Points:** Effort estimate using the Fibonacci scale:  
  **1** – Very Easy, **2** – Easy, **3** – Moderate, **5** – Difficult

### 🗓 Sprint 1 (5 Days)

#### Epic: User Registration & Complaint Submission

| **Story** | **Task** | **Story Points** |
| --- | --- | --- |
| US-1 | Build registration & login pages | 2 |
| US-2 | Enable email confirmation logic | 2 |
| US-3 | Design & implement complaint form | 3 |
| US-4 | Save complaint to database | 2 |
| US-5 | Validate complaint inputs | 1 |

🔢 **Total Story Points – Sprint 1:** **10**

### 🗓 Sprint 2 (5 Days)

### Epic: Complaint Assignment & Chat System

| **Story** | **Task** | **Story Points** |
| --- | --- | --- |
| US-6 | Build auto-assignment logic (rule + skill-based) | 5 |
| US-7 | Integrate real-time chat using Socket.io | 5 |
| US-8 | Agent dashboard with assigned complaints | 3 |
| US-9 | Enable status updates from agents | 2 |
| US-10 | Notify user on assignment and resolution | 1 |

🔢 **Total Story Points – Sprint 2:** **16**

### Summary

| **Sprint** | **Total Story Points** |
| --- | --- |
| Sprint 1 | 10 |
| Sprint 2 | 16 |
| **Total** | **26** |