**Project Planning Phase**

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

|  |  |
| --- | --- |
| Date | 23rd june 2025 |
| Team ID | LTVIP2025TMID42578 |
| Project Name | ResolveNow |
| 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 | Registration | USN-1 | As a user, I can register using email and password. | 2 | High | Dev A |
| Sprint-1 | Registration | USN-2 | As a user, I receive confirmation email after registration. | 1 | High | Dev A |
| Sprint-1 | Registration | USN-4 | As a user, I can register using Gmail login. | 2 | Medium | Dev B |
| Sprint-1 | Login | USN-5 | As a user, I can log into the platform. | 1 | High | Dev A |
| Sprint-1 | Complaint Submission | USN-6 | As a user, I can submit complaints with category and description. | 4 | High | Dev B |
| Sprint-1 | Database Integration | USN-7 | As a dev, I can store complaint data in MongoDB. | 2 | High | Dev C |
| Sprint-1 | Input Validation | USN-8 | As a user, I see error messages for invalid complaint input. | 2 | Medium | Dev A |
| Sprint-1 | Basic Dashboard View | USN-9 | As a user, I can view my submitted complaints. | 3 | High | Dev C |
| Sprint-2 | Complaint Assignment | USN-10 | As a system, I auto-assign complaints based on category and skill. | 5 | High | Dev C |
| Sprint-2 | Chat System | USN-11 | As a user, I can chat with assigned agents in real-time. | 5 | High | Dev B |
| Sprint-2 | Agent Dashboard | USN-12 | As an agent, I can view and update complaint status. | 3 | Medium | Dev A |
| Sprint-2 | Notification | USN-13 | As a user, I get notified when my complaint is assigned/resolved. | 2 | Medium | Dev B |
| Sprint-2 | Admin Manual Reassignment | USN-14 | As an admin, I can reassign complaints manually. | 3 | Medium | Dev C |

## 🔹 Project Tracker, Velocity & Burndown Chart (4 Marks)

### 📈 Sprint Tracker

| **Sprint** | **Total Story Points** | **Duration** | **Sprint Start Date** | **Sprint End Date (Planned)** | **Story Points Completed** | **Sprint Release Date (Actual)** |
| --- | --- | --- | --- | --- | --- | --- |
| Sprint-1 | 18 | 6 Days | 24 Apr 2025 | 29 Apr 2025 | 18 | 29 Apr 2025 |
| Sprint-2 | 18 | 6 Days | 30 Apr 2025 | 05 May 2025 | 18 | 05 May 2025 |
| Sprint-3 | 20 | 6 Days | 06 May 2025 | 11 May 2025 | (Planned) | - |
| Sprint-4 | 20 | 6 Days | 13 May 2025 | 18 May 2025 | (Planned) | - |

### 🔢 Velocity

**Total Story Points Completed:** 18 + 18 = 36  
**Number of Sprints:** 2  
**Velocity = Total Story Points / Sprint Count = 36 / 2 =** ✅ **18 Story Points per Sprint**

**Average Velocity per Day = 18 / 6 =** ✅ **3 Story Points/day**

### 📉 Burndown Chart

You can visualize this in tools like **Jira, Trello (with plugins), or Excel**. Here’s a breakdown for Sprint-1:

| **Day** | **Ideal Remaining Points** | **Actual Remaining Points** |
| --- | --- | --- |
| Day 1 | 18 | 18 |
| Day 2 | 15 | 15 |
| Day 3 | 12 | 12 |
| Day 4 | 9 | 8 |
| Day 5 | 6 | 4 |
| Day 6 | 0 | 0 |

A burn down chart is a graphical representation of work left to do versus time. It is often used in agile[software development](https://www.visual-paradigm.com/scrum/what-is-agile-software-development/) methodologies such as [Scrum](https://www.visual-paradigm.com/scrum/scrum-in-3-minutes/). However, burn down charts can be applied to any project containing measurable progress over time.

[**https://www.visual-paradigm.com/scrum/scrum-burndown-chart/**](https://www.visual-paradigm.com/scrum/scrum-burndown-chart/)

[**https://www.atlassian.com/agile/tutorials/burndown-charts**](https://www.atlassian.com/agile/tutorials/burndown-charts)

**Reference:**

[**https://www.atlassian.com/agile/project-management**](https://www.atlassian.com/agile/project-management)

[**https://www.atlassian.com/agile/tutorials/how-to-do-scrum-with-jira-software**](https://www.atlassian.com/agile/tutorials/how-to-do-scrum-with-jira-software)

[**https://www.atlassian.com/agile/tutorials/epics**](https://www.atlassian.com/agile/tutorials/epics)

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[**https://www.atlassian.com/agile/tutorials/burndown-charts**](https://www.atlassian.com/agile/tutorials/burndown-charts)