**Project Planning Phase**

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

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| --- | --- |
| Date | 26 June 2025 |
| Team ID | LTVIP2025TMID59501 |
| Project Name | ResolveNow |
| Maximum Marks | 5 Marks |

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**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** | |  | | --- | |  |   **User Authenticatin** | USN-1 | As a user, I can sign up and log in securely. | 3 | High |  |
|  |  | USN-2 | |  | | --- | | As a user, I can reset or recover my password. | | 2 | Medium |  |
| **Sprint-2** | |  | | --- | |  |  |  | | --- | | **Complaint Submission & Tracking** | | USN-3 | As a user, I can submit a complaint with detailed information. | 3 | High |  |
|  |  | USN-4 | As a user, I can track the status of my complaint in real-time. | 3 | High |  |
| **Sprint-3** | Admin & Agent Dashboard | USN-5 | |  | | --- | |  |  |  | | --- | | As an agent, I can view and manage complaints assigned to me. |   . | 2 | Medium |  |
|  |  | USN-6 | As an admin, I can assign and reassign complaints to agents. | 2 | Medium |  |
| **Sprint-4** | **Notifications & Communication** | USN-7 | As a user, I receive email/SMS notifications for complaint updates. | 2 | Medium |  |
|  |  | USN-8 | |  | | --- | | As a user, I can chat or comment with the assigned agent. |  |  | | --- | |  | | 3 | Medium |  |
|  |  | USN-9 | As a user, I can change my password. | 2 | Medium |  |
|  |  |  |  |  |  |  |

**Project Tracker, Velocity & Burndown Chart**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sprint** | **Total Story Points** | **Duration** | **Sprint Start Date** | **Sprint End Date (Planned)** | **Story Points Completed (as on Planned End Date)** | **Sprint Release Date (Actual)** |
| **Sprint-1** | 20 | 2 Days | 16 June 2025 | 17 june 2025 | 20 | 17 june 2025 |
| **Sprint-2** | 20 | 2 Days | 18 June 2025 | 19 june 2025 | 20 | 19 june 2025 |
| **Sprint-3** | 20 | 4 Days | 20 June 2025 | 23 june 2025 | 20 | 23 june 2025 |
| **Sprint-4** | 20 | 2 Days | 24 June 2025 | 26 june 2025 | 20 | 26 june 2025 |