

Project Planning Phase

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

Date	01 November 2025
Team ID	NM2025TMID08026
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
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	Requirement Analysis	USN-1	As a system analyst, I need to study the existing manual ticket assignment process to identify key issues and requirements..	2	High	Sudharsan J
Sprint-1	Agent Skill & Workload Study	USN-2	As a researcher, I will collect data about agent skills, workload capacity, and ticket categories for mapping.	2	High	Yukesh Kumar A
Sprint-2	System Design	USN-3	As a system designer, I will create the architecture and workflow for automated ticket assignment logic.	4	High	Maxvel Yabes J
Sprint-2	Rule & Logic Planning	USN-4	As a developer, I will define priority-based, skill-based, and workload-based ticket assignment rules.	3	High	Marimuthu S
Sprint-2	Automation Engine Development	USN-5	As a developer, I will implement automated ticket routing logic into the system.	2	Medium	Maxvel Yabes J
Sprint-3	UI/UX & Dashboard	USN-6	As a UI designer, I will build an interface to view assigned tickets and system status.	3	Medium	Yukesh Kumar A
Sprint-4	Testing	USN-07	As a tester, I will test automated ticket assignment under different scenarios and loads.	3	High	Sudharsan J

Project Tracker, Velocity & Burndown Chart: (4 Marks)

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	6 Days	1-2-2025	05-02- 2025	20	05 June 2025
Sprint-2	20	6 Days	05 -02 2025	11 -02 2025	20	11 June 2025
Sprint-3	20	6 Days	12 June 2025	18 June 2025	19	18 June 2025
Sprint-4	20	6 Days	19 June 2025	25 June 2025	20	25 June 2025

Velocity

Total Story Points Completed = 24

Total Working Days = 21

Velocity = $24 / 21 = 1.14$ points/day

Burndown Chart:

A burndown chart shows daily progress of story points completed vs remaining work. As sprints progress, total pending story points reduce until project completion..