

# Project Planning Phase

## Project Planning Template (Product Backlog, Sprint Planning, Stories, Story Points)

Date	29 October 2025
Team ID	NM2025TMID08331
Team Size	4
Team Leader	S. Tamizhmaran
Team Members	V. Kesavan, P. Dhinisha, A. Mavuliya
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	Ticket Creation	USN-1	As a user, I can create a new support ticket with issue details and priority.	2	High	V. Kesavan
Sprint-1	Ticket Categorization	USN-2	As a system, I can categorize tickets based on issue type and urgency.	3	High	S. Tamizhmaran
Sprint-2	Automated Assignment	USN-3	As the system, I will automatically assign tickets based on agent skill and workload.	4	High	A. Mavuliya
Sprint-2	Agent Dashboard	USN-4	As an agent, I can view and manage all assigned tickets efficiently.	3	Medium	P. Dhinisha

### 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	10	5 Days	01 Nov 2025	05 Nov 2025	10	05 Nov 2025
Sprint-2	10	5 Days	06 Nov 2025	10 Nov 2025	10	10 Nov 2025
Sprint-3	10	5 Days	11 Nov 2025	15 Nov 2025	9	15 Nov 2025
Sprint-4	10	5 Days	16 Nov 2025	20 Nov 2025	10	20 Nov 2025

## Velocity:

Average Velocity = (Total Story Points Completed) / (Total Duration in Days)  
= 39 Story Points / 20 Days = **1.95 Points/Day**

## Burndown Chart:

A burndown chart will track the progress of story point completion across sprints, displaying remaining work versus time.

It provides a clear visual representation of development progress, helping ensure that tasks are completed within the planned schedule.

