

## Project Planning Phase

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

**Date:** 01 NOV 2025

**Team ID:** NM2025TMID03313

**Project Name:** Streamlining Ticket Assignment for Efficient Support Operations

**Maximum Marks:** 5 Marks

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#### Product Backlog, Sprint Schedule, and Estimation (4 Marks)

Use the below template to create product backlog and sprint schedule

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
<b>Sprint-1</b>	Ticket Management	USN-1	As an admin, I can create test tickets for simulation.	2	High	N. Durga Mahendra
<b>Sprint-1</b>	Agent Configuration	USN-2	As an admin, I can register support agents and define their skill categories.	3	High	R.S.S. Manoj
<b>Sprint-2</b>	Assignment Logic Development	USN-3	As a developer, I can create a flow that assigns tickets automatically based on priority and agent availability.	4	High	N. Durga Mahendra
<b>Sprint-2</b>	Testing and Validation	USN-4	As a tester, I should verify that	3	High	N. Gowtham

<b>Sprint</b>	<b>Functional Requirement (Epic)</b>	<b>User Story Number</b>	<b>User Story / Task</b>	<b>Story Points</b>	<b>Priority</b>	<b>Team Members</b>
			tickets are assigned correctly to suitable agents.			
<b>Sprint-3</b>	Notification and SLA Monitoring	USN-5	As a system admin, I want to send alerts to agents when tickets are auto-assigned or overdue.	2	Medium	O. Sravani
<b>Sprint-3</b>	Dashboard & Reporting	USN-6	As a manager, I can view ticket distribution statistics and workload reports.	3	Medium	N. Durga Mahendra
<b>Sprint-4</b>	Documentation	USN-7	As a developer, I want to document architecture, sprint planning, and testing phases for submission.	2	Medium	N. Durga Mahendra

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## 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)
<b>Sprint-1</b>	20	6 Days	31 May 2025	05 June 2025	20	05 June 2025
<b>Sprint-2</b>	20	6 Days	05 June 2025	11 June 2025	20	11 June 2025
<b>Sprint-3</b>	20	6 Days	12 June 2025	18 June 2025	19	18 June 2025
<b>Sprint-4</b>	20	6 Days	19 June 2025	25 June 2025	20	25 June 2025

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### Velocity

Average velocity = (Total Story Points Completed) / (Total Duration in Days)

**Total: 79 points over 24 days → Velocity = 3.29 points/day**

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### Burndown Chart:

A burndown chart visually represents the remaining work (story points) over time. It helps the team track sprint progress and forecast whether the sprint goals will be achieved within the timeline.

### References:

- <https://www.visual-paradigm.com/scrum/what-is-agile-software-development/>
- <https://www.atlassian.com/agile/tutorials/burndown-charts>
- <https://www.atlassian.com/agile/project-management/estimation>
- <https://www.visual-paradigm.com/scrum/scrum-burndown-chart/>