Project Planning Phase

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

Date: 01 NOV 2025
Team ID: NM2025TMID03313
Project Name: Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks: 5 Marks

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
Sprint 1	Ticket Management	USN-1	As an admin, I can create test tickets for simulation.	2	High	N. Durga Mahendra
Sprint 1	Agent Configuration	USN-2	As an admin, I can register support agents and define their skill categories.	3	High	R.S.S. Manoj
Sprint-2	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
Sprint 2	Testing and Validation	USN-4	As a tester, I should verify that	3	High	N. Gowtham

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
			tickets are assigned correctly to suitable agents.			
Sprint-3	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
Sprint-3	Dashboard & Reporting	USN-6	As a manager, I can view ticket distribution statistics and workload reports.	3	Medium	N. Durga Mahendra
Sprint-4	Documentation	USN-7	As a developer, I want to document architecture, sprint planning, and testing phases for submission.	2	Medium	N. Durga Mahendra

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	31 May 2025	05 June 2025	20	05 June 2025
Sprint-2	20	6 Days	05 June 2025	11 June 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

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

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

Burndown Chart:

A burndown chart visually represents the remaining work (story points) ov time. It helps the team track sprint progress and forecast whether the spri 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/