

Project Planning Phase

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

Project Details:

Date	24 June 2025
Team ID	LTVIP2025TMID55215
Project Name	ResolveNow: Your Platform for Online Complaints
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	Registration	USN-1	As a user, I can register using email, password, and confirmation password.	2	High	Awdhesh
Sprint-1	Registration	USN-2	As a user, I will receive a confirmation email after registering.	1	High	Awdhesh
Sprint-2	Login	USN-3	As a user, I can log in using email and password.	1	High	Awdhesh
Sprint-2	Complaint Submission	USN-4	As a user, I can submit a complaint with details and attachments.	3	High	Awdhesh
Sprint-2	Complaint Tracking	USN-5	As a user, I can track the status of my complaints in real-time.	2	High	Awdhesh

Sprint-3	Messaging	USN-6	As a user, I can chat with the assigned agent for complaint updates.	5	Medium	Awdhesh
Sprint-3	Feedback	USN-7	As a user, I can submit feedback after complaint resolution.	2	Medium	Awdhesh
Sprint-4	Admin Panel	USN-8	As an admin, I can manage users, complaints, and assign agents.	4	High	Awdhesh

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	4	6 Days	01 Aug 2025	06 Aug 2025	4	06 Aug 2025
Sprint-2	5	6 Days	07 Aug 2025	12 Aug 2025	5	12 Aug 2025
Sprint-3	8	6 Days	13 Aug 2025	18 Aug 2025	8	18 Aug 2025
Sprint-4	7	6 Days	19 Aug 2025	24 Aug 2025	7	24 Aug 2025

Velocity:

Velocity = Total Story Points Completed / Number of Sprints

Velocity = $(4 + 5 + 8 + 7) / 4 = 24 / 4 = 6$ Story Points per Sprint

Burndown Chart:

A burndown chart shows the remaining story points versus time. It visually tracks sprint progress, indicating how much work is left to complete and whether the project is on track for timely delivery.

Burndown Chart - ResolveNow Project

