**AGILE DOCUMENTS**

**Document 1 – Definition of Done –**

It indicates the acceptance criteria and quality criteria for a project. As a team we discussed, and we agreed upon certain criteria for this project. In this project the checklist for DOD are as follows –

* All the user stories have been completed with respect to acceptance criteria.
* There is no error in the code.
* The entire unit testing has been done, and it has passed the test.
* The application developed has been tested on both desktop and mobile.
* All the quality checks have been performed, and the application is error free.
* Any change requested has been document and reviewed upon.
* All the related documents have been updated so no feature is left out.
* All the features to be developed to be accepted by Product Owner.
* Project deployed successfully and management acceptance received for the same.

**Document 2 – Product Vision**

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| **Scrum Project Name:** | UNO SMS Messaging Platform- Reporting feature |
| **Venue:** | Bangalore |
| **Date:** |  01-03-2025 |
| **Start time:** |  01-03-2025 |
| **End time:** | 30-09-2023 |
| **Duration:** | 6 months |
| **Client:** | ABC Telecom |
| **Stakeholder list:** | Product Management Team |
| Business Analysts |
| Development Team |
| Telecom Operators & Enterprise Clients |
| Security Team |
| Customer Support Team |
| **Scrum Team** |
| **Scrum Master:** | Abhinav thakur |
| **Product owner:** | Rahul Kumar |
| **Scrum Developer 1:** | Juhi Sharma |
| **Scrum Developer 2:** | Akash Jain |
| **Scrum Developer 3:** | Priti Singh |
| **Scrum Developer 4:** | Suyash Jain |

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| The vision is to transform the UNO SMS reporting module into a real-time, intelligent, and customizable analytics platform that provides actionable insights, allowing telecom operators to optimize SMS delivery, campaign performance, and compliance tracking effortlessly. |
| **Target group** | **Needs** | **Product** | **Value** |
| Telecom Operators managing large-scale SMS delivery and monitoring. | Eliminates delayed reporting by enabling real-time analytics. | A next-gen reporting module integrated into the UNO SMS Messaging Platform with: | Enhances customer satisfaction by providing deeper, more actionable insights. |
| Enterprises using bulk SMS for marketing and customer engagement. | Reduces manual effort by providing automated, customizable reports. | 1) Real-time dashboards for monitoring SMS performance. | Increases competitive advantage with AI-driven predictive analytics. |
| Financial Institutions & E-commerce requiring message tracking for authentication and notifications. | Provides AI-driven insights to optimize SMS delivery timing and engagement. | 2) Customizable reports for different business needs. | Drives revenue growth by enabling better SMS campaign optimization. |
| Network & System Administrators – Monitoring SMS traffic, delivery issues. | Enables seamless integration with external BI tools and CRMs. | 3) AI-driven analytics for predictive insights. | Reduces manual effort for data analysis and reporting. |
| Marketing Teams – Tracking campaign performance. | Faster decision-making with real-time reports. | 4) Seamless API integration with external BI tools and CRMs. | Improve data accessibility and reporting efficiency. |
| Business Analysts – Deriving insights for strategy optimization. | Operational efficiency through automation and AI-powered recommendations. |   | Expand market reach by offering advanced analytics capabilities. |
| Customer Support Teams – Handling customer delivery complaints. | Increased revenue opportunities by optimizing SMS campaign performance. | Real-time reporting to avoid delays in insights. | Reduce support costs by enabling self-service reporting for clients. |
|   |   | Custom dashboards & filters for user-specific analysis. | Subscription-based model for enterprise clients needing premium analytics. |

**Document 3: User stories**

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| --- | --- | --- | --- | --- | --- | --- |
| **User Story No** | **Tasks No.** | **Priority** | **Value Statement** | **BV** | **CP** | **Acceptance Criteria** |
| **UNO-REP-001** | 5 | High | As a user, I want to access a real-time SMS reporting dashboard, so that I can monitor message delivery status, success rates, and failures efficiently. | 9 | 6 |  Users can filter reports by date, sender ID, and delivery status. |
|  Reports show real-time delivery insights. |
|  Data is exportable in CSV/PDF format. |
|  System updates report in near real-time. |
| **UNO-REP-002** | 4 | High | As a user, I want to generate customized SMS reports, so that I can analyse performance based on different parameters. | 8 | 6 | Users can filter reports based on sender, region, and time. |
|  Reports display analytics like failure reasons and engagement rate. |
|  Reports are downloadable in CSV, Excel, and PDF. |
| **UNO-REP-003** | 6 | Medium | As a user, I want to schedule automated reports, so that I can receive insights without manual effort. | 7 | 5 |  Users can schedule reports for daily, weekly, or monthly delivery. |
|  Reports are auto sent via email or dashboard notifications. |
|  Users can customize report format and time. |
| **UNO-REP-004** | 5 | High | As a user, I want to visualize SMS data using interactive graphs, so that I can easily interpret trends. | 8 | 7 |  Reports include bar charts, pie charts, and line graphs. |
| Users can switch between graph formats. |
|  Graphs update dynamically based on selected filters. |
| **UNO-REP-005** | 4 | Medium | As a user, I want to receive alerts when SMS delivery rates drop below a threshold, so that I can take action. | 7 | 4 |  System sends alerts for low delivery rates via email/SMS. |
| Users can set custom notification thresholds. |
|  Alerts include possible failure reasons. |
| **UNO-REP-006** | 5 | High | As an admin, I want to track user access and report downloads, so that I can monitor system usage. | 9 | 6 | The system logs all user activities related to reports. |
|  Admins can filter logs by date, user, and report type. |
|  Logs are exportable for audits. |
| **UNO-REP-007** | 6 | Medium | As a user, I want to compare SMS performance across campaigns, so that I can identify the most effective messaging strategy. | 8 | 6 |  Users can select multiple campaigns for comparison. |
|  Reports display side-by-side metrics like delivery rates and failures. |
| Reports are exportable. |
| **UNO-REP-008** | 4 | Medium | As a user, I want to drill down into individual SMS logs, so that I can troubleshoot specific failures. | 7 | 5 | Users can click on failed messages for detailed logs. |
| Logs include timestamps, error codes, and failure reasons. |
| Logs are filterable by sender ID, recipient, and time. |
| **UNO-REP-009** | 5 | High | As a system admin, I want to integrate reports with third-party analytics tools, so that I can enhance data analysis. | 9 | 7 |  System supports integration with Google Analytics, Power BI, and Tableau. |
|  Users can export data directly to external platforms. |
| API endpoints available for system access. |
| **UNO-REP-010** | 6 | High | As an admin, I want role-based access control for reporting, so that I can restrict data visibility. | 8 | 6 | Admins can assign access roles. |
| Users see only reports relevant to their role. |
|  Unauthorized access is blocked. |
| **UNO-REP-011** | 5 | Medium | As a user, I want to download reports in multiple formats, so that I can use them in different applications. | 8 | 5 | Reports are downloadable in CSV, Excel, PDF. |
| Users can customize data fields before downloading. |
| System optimizes file size for quick downloads. |
| **UNO-REP-012** | 4 | Medium | As a user, I want to filter SMS reports by country and telecom operator, so that I can analyze performance by region. | 7 | 5 |  Users can filter reports by country and telecom provider. |
| Reports display operator-specific delivery rates. |
| Users can compare regional performance. |
| **UNO-REP-013** | 6 | High | As an admin, I want to apply retention policies for reports, so that I can manage data storage efficiently. | 8 | 7 | Admins can set automatic deletion timelines for old reports. |
| Users are notified before reports are deleted. |
|  System optimizes storage usage. |
| **UNO-REP-014** | 5 | Medium | As a user, I want to filter reports by message content keywords, so that I can analyse message performance. | 7 | 6 |  Users can search reports using keywords. |
| Reports display keyword-based message performance. |
| Users can filter messages by sentiment analysis. |
| **UNO-REP-015** | 5 | High | As a user, I want multilingual support in the reporting module, so that I can access reports in my preferred language. | 8 | 6 | Users can switch report language from settings. |
| Reports display data in the selected language. |
| System supports translation for all key elements. |

**Document 4: Agile PO Experience**

Agile Product Owner Experience – UNO SMS Reporting Enhancement

As a Product Owner (PO) in the UNO SMS Reporting project, I was responsible for defining the product vision, managing the backlog, collaborating with stakeholders, and ensuring smooth Agile execution. My experience covered multiple areas, including market analysis, enterprise analysis, feature prioritization, and sprint execution.

**1) Market Analysis**

* Conducted research to understand market demand for SMS reporting and analytics.
* Analysed competitors’ SMS messaging platforms to identify gaps and opportunities.
* Engaged with customers and stakeholders to gather insights on reporting needs.

**2) Enterprise Analysis**

* Assessed the feasibility of enhancing UNO’s reporting capabilities within existing infrastructure.
* Conducted cost-benefit analysis for new reporting features.
* Collaborated with business stakeholders to ensure alignment with enterprise goals.

**3) Product Vision and Roadmap**

* Defined the product vision for UNO SMS Reporting to improve analytics and user experience.
* Created a roadmap with high-level features and implementation timelines.
* Ensured the roadmap aligned with business objectives and technical feasibility.

**4) Managing Product Features**

* Prioritized epics, stories, and features based on ROI, customer impact, and urgency.
* Engaged with stakeholders to align expectations on reporting capabilities.
* Ensured features delivered measurable value while maintaining system performance.

**5) Managing Product Backlog**

* Organized and prioritized the backlog based on business needs and dependencies.
* Regularly refined the backlog, adjusting priorities based on stakeholder feedback.
* Ensured backlog items were well-defined, clear, and ready for development.

**6) Managing Overall Iteration Progress**

* Monitored sprint progress and addressed roadblocks to ensure timely deliveries.
* Conducted sprint retrospectives to improve development cycles.
* Collaborated with Business Analysts and Scrum Team to refine requirements and acceptance criteria.

 **Handling Sprint Meetings:**

**1) Sprint Planning Meeting**

* Defined sprint goals and selected backlog items for the sprint.
* Collaborated with the development team to estimate effort and break down tasks.
* Ensured stories had clear acceptance criteria before committing to development.

**2) Daily Scrum Meeting**

* Provided updates on backlog priorities and addressed blockers.
* Ensured alignment between cross-functional teams.
* Monitored sprint progress and helped resolve dependencies.

**3) Sprint Review Meeting**

* Demonstrated completed reporting features to stakeholders.
* Gathered feedback on delivered functionalities and incorporated it into future sprints.
* Assessed sprint success based on defined acceptance criteria and business goals.

**4) Sprint Retrospective Meeting**

* Discussed challenges faced during the sprint and identified improvement areas.
* Captured lessons learned to optimize future sprints.
* Fostered open communication between Scrum Team and stakeholders.

**5) Backlog Refinement Meeting**

* Reviewed and reprioritized product backlog items.
* Clarified requirements, updated acceptance criteria, and estimated stories.
* Ensured user stories were ready for the next sprint.

**User Stories Creation and Key Elements:**

**User Story Components:**

1. **Story Number –** Unique ID assigned to track user stories.
2. **Tasks –** Specific steps required to complete the user story.
3. **Priority –** Assigned based on business impact and urgency.
4. **Acceptance Criteria –** Clearly defined conditions for successful implementation**.**
5. **BV (Business Value) & CP (Complexity Points) –** Used for prioritization and estimation.

**Document 5: Product and sprint backlog and product and sprint burndown charts**

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| **Product Backlog** |
| **User Story ID** | **User Story** | **Tasks** | **Priority** | **BV** | **CP** | **Sprint** |
| UNO-REP-001 | Real-time SMS reporting dashboard | 5 | High | 9 | 6 | Sprint 1 |
| UNO-REP-002 | Generate customized SMS reports | 4 | High | 8 | 6 | Sprint 1 |
| UNO-REP-003 | Schedule automated reports | 6 | Medium | 7 | 5 | Sprint 2 |
| UNO-REP-004 | Interactive data visualization | 5 | High | 8 | 7 | Sprint 2 |
| UNO-REP-005 | Alert system for low delivery rates | 4 | Medium | 7 | 4 | Sprint 2 |
| UNO-REP-006 | User access tracking for reporting | 5 | High | 9 | 6 | Sprint 3 |
| UNO-REP-007 | Campaign performance comparison | 6 | Medium | 8 | 6 | Sprint 3 |
| UNO-REP-008 | Drill-down into SMS logs | 4 | Medium | 7 | 5 | Sprint 3 |
| UNO-REP-009 | Integration with analytics tools | 5 | High | 9 | 7 | Sprint 4 |
| UNO-REP-010 | Role-based access control | 6 | High | 8 | 6 | Sprint 4 |
| UNO-REP-011 | Multi-format report downloads | 5 | Medium | 8 | 5 | Sprint 4 |
| UNO-REP-012 | Filter SMS reports by country/operator | 4 | Medium | 7 | 5 | Sprint 5 |
| UNO-REP-013 | Data retention policies for reports | 6 | High | 8 | 7 | Sprint 5 |
| UNO-REP-014 | Search reports by keyword | 5 | Medium | 7 | 6 | Sprint 5 |
| UNO-REP-015 | Multilingual support for reporting | 5 | High | 8 | 6 | Sprint 5 |

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| **Sprint 1 Backlog** |
| **User Story ID** | **User Story** | **Tasks** | **Status** |
| UNO-REP-001 | Real-time SMS reporting dashboard | 5 | In Progress |
| UNO-REP-002 | Generate customized SMS reports | 4 | To Do |



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| **Sprint 2 Backlog** |
| **User Story ID** | **User Story** | **Tasks** | **Status** |
| UNO-REP-003 | Schedule automated reports | 6 | To Do |
| UNO-REP-004 | Interactive data visualization | 5 | To Do |
| UNO-REP-005 | Alert system for low delivery rates | 4 | To Do |



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| **Sprint 3 Backlog** |
| **User Story ID** | **User Story** | **Tasks** | **Status** |
| UNO-REP-006 | User access tracking for reporting | 5 | To Do |
| UNO-REP-007 | Campaign performance comparison | 6 | To Do |
| UNO-REP-008 | Drill-down into SMS logs | 4 | To Do |



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| **Sprint 4 Backlog** |
| **User Story ID** | **User Story** | **Tasks** | **Status** |
| UNO-REP-009 | Integration with analytics tools | 5 | To Do |
| UNO-REP-010 | Role-based access control | 6 | To Do |
| UNO-REP-011 | Multi-format report downloads | 5 | To Do |



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| **Sprint 5 Backlog** |
| **User Story ID** | **User Story** | **Tasks** | **Status** |
| UNO-REP-012 | Filter SMS reports by country/operator | 4 | To Do |
| UNO-REP-013 | Data retention policies for reports | 6 | To Do |
| UNO-REP-014 | Search reports by keyword | 5 | To Do |
| UNO-REP-015 | Multilingual support for reporting | 5 | To Do |



**Product Burndown Chart**

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**Document 6: Sprint meetings**

**Meeting Type 1: Sprint Planning Meeting**

* Date:
* Time:
* Location: ZOOM
* Prepared By: Scrum Master
* Attendees:
	+ Product Owner
	+ Scrum Master
	+ Development Team
	+ Business Analyst
	+ Key Stakeholders

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| **Agenda** |
| **Topic** | **Presenter** | **Time Allotted** |
| Sprint Goal Definition | Product Owner | 15 min |
| Reviewing & Prioritizing User Stories | Product Owner | 20 min |
| Effort Estimation for Each Story | Development Team | 30 min |
| Task Breakdown & Assignment | Development Team | 30 min |
| Defining Acceptance Criteria | Product Owner | 15 min |
| Sprint Scope Confirmation | Scrum Master | 10 min |

**Other Information**

* **Observers:** Business Stakeholders (Optional)
* **Resources:**
	+ Product Backlog
	+ Prior Sprint Review Feedback
	+ Velocity Metrics from Previous Sprints
* **Special Notes:**
	+ Ensure all user stories are refined before selection.
	+ Align sprint goals with business objectives.
	+ Identify any dependencies before sprint execution.

**Meeting Type 2: Daily Scrum Meeting**

* **Date:**
* **Time:**
* **Location:** ZOOM
* **Prepared By:** Scrum Master
* **Attendees:**
	+ Scrum Team
	+ Scrum Master
	+ Product Owner (Optional)

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| **Agenda** |
| **Topic** | **Presenter** | **Time Allotted** |
| Quick Updates: What was done yesterday? | Team Members | 5 min |
| Current Work: What will be done today? | Team Members | 5 min |
| Blockers & Impediments | Team Members | 5 min |
| Coordination & Dependency Discussion | Scrum Master | 5 min |

**Other Information**

* **Observers:** None
* **Resources:**
	+ Sprint Board / Task Board
	+ Burndown Chart
* **Special Notes:**
	+ Keep the meeting within 15 minutes.
	+ Focus on problem-solving after the meeting.

**Meeting Type 3: Sprint Review Meeting**

* Date
* Time:
* Location: ZOOM
* Prepared By: Scrum Master
* Attendees:
	+ Scrum Team
	+ Product Owner
	+ Key Stakeholders
	+ Business Representatives

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| **Agenda** |
| **Topic** | **Presenter** | **Time Allotted** |
| Sprint Goals Recap | Scrum Master | 10 min |
| Demo of Completed Features | Development Team | 30 min |
| Stakeholder Feedback | Business Stakeholders | 20 min |
| Backlog Adjustments Based on Feedback | Product Owner | 20 min |

**Other Information**

* Observers: Senior Management (Optional)
* Resources:
	+ Working Product Increment
	+ Sprint Backlog
	+ Customer Feedback Reports
* Special Notes:
	+ Focus on business value delivered.
	+ Capture stakeholder feedback for backlog refinement.

**Meeting Type 4: Sprint Retrospective Meeting**

* Date:
* Time:
* Location: ZOOM
* Prepared By: Scrum Master
* Attendees:
	+ Scrum Master
	+ Product Owner (Optional)
	+ Development Team (All Developers)

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| **Agenda** |
| **Topic** | **Presenter** | **Time Allotted** |
| Welcome & Purpose of the Meeting | Scrum Master | 5 min |
| What Went Well in the Sprint? | Development Team | 15 min |
| What Didn’t Go Well? | Development Team | 15 min |
| Identifying Areas for Improvement | Scrum Master | 20 min |
| Action Items for the Next Sprint | Scrum Master & Team | 15 min |
| Closing Notes & Next Steps | Scrum Master | 5 min |

Sprint Retrospective Breakdown

**1️ Purpose of the Meeting:**

The Sprint Retrospective is held at the end of each sprint to reflect on the sprint process, identify successes, and find areas for improvement. The goal is continuous improvement in Agile development.

**2️ Key Questions Discussed:**

Each team member shares their perspective on the following:

What went well? (e.g., smooth collaboration, no blockers, successful features)

What didn’t go well? (e.g., delays, miscommunication, technical issues)

What can be improved? (e.g., process optimizations, better backlog grooming, improved testing)

**3 ️Action Items & Improvements:**

The team documents actionable insights and assigns responsibilities. Example:

Issue: Sprint planning lacked clarity on API dependencies.

Improvement: Product Owner will ensure detailed API documentation before the next sprint.

**4️ Tools & Resources Used:**

Sprint Metrics: Velocity Chart, Sprint Burndown Chart

Collaboration Tools: Jira, Trello, Confluence, Miro (for retrospective boards)

Feedback Methods:

"Start, Stop, Continue" method

"4Ls" (Liked, Learned, Lacked, Longed for)

5️ Outcome of the Meeting

Identified key areas for improvement

Documented actionable next steps

Boosted team morale & collaboration

**Meeting Type 5: Daily Stand-up meeting**

Week 12 (from 01-03-2025 to 30-05-2025)

Time: 10:00 AM

Location: ZOOmM

Attendees:

Scrum Master

Product Owner (Optional)

Development Team (Developer 1, Developer 2, Developer 3, etc.)

**Daily Stand-up Meeting Structure**

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| **Question** | **Developer 1** | **Developer 2** | **Developer 3** |
| **What did you do yesterday?** | Worked on user authentication module | Completed database setup for reporting | Integrated API for SMS analytics |
| **What will you do today?** | Start front-end development for reporting dashboard | Implement query optimization for faster reporting | Test API responses and fix errors |
| **What (if any) is blocking your progress?** | Need clarification on data filtering requirements | Database indexing issue causing slow queries | API documentation is incomplete |

**Daily Stand-up Tracker for the Week**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Day** | **Developer 1 (Tasks)** | **Developer 2 (Tasks)** | **Developer 3 (Tasks)** | **Blockers** |
| **Monday** | Backend API development | Database schema finalization | Front-end setup | None |
| **Tuesday** | API testing & debugging | Query optimization | UI development | DB performance issues |
| **Wednesday** | Security enhancement | Data migration testing | Integration testing | API response delays |
| **Thursday** | Unit testing | Performance tuning | UI enhancements | UI dependencies |
| **Friday** | Code review & bug fixing | DB load testing | Feature testing | None |
| **Saturday** | Sprint retrospective prep | Final data validation | End-to-end testing | None |
| **Sunday** | Rest/Documentation | Rest/Documentation | Rest/Documentation | None |