Agile Documents

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Date: 21st August 2025

Project: Agile CRM Implementation

# Document 1: Definition of Done

The Definition of Done (DoD) for the CRM system defines when a backlog item is considered complete. This includes the following criteria to ensure delivery quality and alignment with Agile principles:

* • Acceptance criteria satisfied
* • Quality criteria satisfied
* • Code for required functionality produced
* • No build errors
* • Unit tests written and passing
* • Deployed to test environment identical to production
* • Cross-browser/device testing passed
* • UX designer approval
* • QA completed and issues resolved
* • Feature tested against acceptance criteria
* • Product Owner approval
* • Refactoring completed
* • Documentation updated
* • Configuration changes documented
* • Peer code review done

# Document 2: Product Vision

Vision: To develop an Agile-driven CRM system that enhances customer interactions, automates processes, and supports strategic decision-making for improved customer satisfaction.

Target Group: Businesses seeking efficient customer management solutions.

Market Segment: CRM for SMEs and mid-size enterprises.

Needs: Address inefficiencies in customer handling, tracking, and retention.

Product: A scalable, intuitive, and integrative CRM application.

Feasibility: Feasible using Agile methodology and current technology stack.

Value to Company: Improved customer loyalty, operational efficiency, and revenue growth.

Business Goals: Deploy CRM in 6 months, reduce customer churn by 20%.

Business Model: SaaS CRM with tiered pricing.

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| **Scrum Project Name:** Agile CRM Implementation |
| **Venue:**  |
| **Date:**  | **Start time:**  | **End time:**  | **Duration:**  |
| **Client:**  |
| **Stakeholder list:**  |
| **Scrum Team** |
| **Scrum Master:** Rajeshwari Kamath |
| **Product owner:** Tarun Pongallu |
| **Scrum Developer 1:** Shrinivas K |
| **Scrum Developer 2:** Diwakar D |
| **Scrum Developer 3:** Minal Patole |
| **Scrum Developer 4:** Riviera |
| **Scrum Developer 5:** Kiran |

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| **Vision:** What is your vision, your overarching goal for creating the product?  |
| **Target group** Which market segment does the product address? Who are the target users and customers?  | **Needs** What problem does the product solve? Which benefit does it provide?  | **Product** What product is it? What makes it desirable and special? Is it feasible to develop the product?  | **Value** How is the product going to benefit the company? What are the business goals? What is the business model?  |

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| **Vision:** Is Implement an Agile-based CRM system that enhances customer engagement and operational efficiency and to faster response to customers, data-driven decision making  |
| **Target group** Service market industry is our target segment Users/Customers: Companies who wants an Agile-based CRM system that enhances customer engagement and operational efficiency  | **Needs** Current CRM lacks agility, user-friendly interface, and scalabilityQuick iterative releases, improved user adoption, better customer insights | **Product** Is an APP which will be available on company platformAligns with business goals faster response to customers, data-driven decision makingProduct Feasibility can be complex and require attention in every aspect | **Value** Open Up revenue stream and customer satisfactionOptimize data accessibility and usabilityBuild a backlog of prioritized CRM features |

# Document 3: User Stories

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| **User Story No:** 1 | **Tasks:** Create contact logs, email sync, interaction history UI | **Priority:** High |
| **Value Statement:** As a Sales Manager, I want to track customer interactions so that I can manage follow-ups efficiently. |
| **BV:** 90 **CP:** 80 |
| **Acceptance criteria:** - Able to add/view/edit interaction logs- Logs linked to customer profiles- Secure and audit-trail enabled |

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| User story No:1 | Task 1 | Priority : Medium |
| AS A DELIVERY BOYI WANT TO LOG IN THE APPLICATIONSO THAT I CAN MANAGE MY PROFILE |
| BV:500 | CP: 02 |
| ACCEPTANCE CRITERIA: REGISTRATION SCREEN, TEXT BOX OF USER NAME, GENDER, EMAIL ID, CONTACT NUMBERCLICK ON LOG IN BUTTON SEND SUCCESSFUL MESSAGE TO THE USER  |

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| User story No:2 | Task 2 | Priority: Medium |
| AS A DELIVERY BOYI WANT TO ENABLE MY LOCATION IN THE PORTALSO THAT I CAN GET ODERES FROM SAME LOCATION |
| BV:500 | CP: 02 |
| ACCEPTANCE CRITERIA: ENABLE CURRENT LOCATION, GPSTEXT BOX OF LOCATION, AREA  |

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| User story No:3 | Task 3 | Priority : Medium |
| AS A DELIVERY BOYI WANT TO VIEW CUSTOMERS ADDRESS IN THE PORTALSO THAT I CAN DELIVER FOOD |
| BV:50 | CP: 02 |
| ACCEPTANCE CRITERIA : CLICK ON VIEW CUSTOMER ADDRESS OPTION IN THE PORTAL |

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| User story No:4 | Task 4 | Priority : Medium |
| AS A DELIVERY BOYI WANT TO ACCESS CUSTOMERS CONTACT NUMBERSO THAT I CAN CALL FOR DELIVERY |
| BV:50 | CP: 02 |
| ACCEPTANCE CRITERIA : CLICK ON CALL TO THE CUSTOMER |

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| --- | --- | --- |
| User story No:5 | Task 5 | Priority : Medium |
| AS A DELIVERY BOYI WANT TO VIEW RESTURANT ADDRESSSO THAT I CAN PICK UP FOOD |
| BV:50 | CP: 02 |
| ACCEPTANCE CRITERIA : ENABLE THE ADDRESS OF RESTURANT |

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| User story No:6 | Task 6 | Priority : Medium |
| AS A DELIVERY BOYI WANT TO UPDATE THE WAITING TIME IN RESTURANTSO THAT I CAN UPDATE TO SCRUM FOOD |
| BV:50 | CP: 02 |
| ACCEPTANCE CRITERIA : ENABLE THE GPS IN THE LOG IN  |

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| User story No:7 | Task 7 | Priority : Medium |
| AS A DELIVERY BOYI WANT TO UPDATE THE WBS IN LOG IN SO THAT MY PAYROLL GETS MONITORED |
| BV:50 | CP: 02 |
| ACCEPTANCE CRITERIA : ENABLE THE TIME SHEET AND ATTENDANCE IN LOG IN  |

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| --- | --- | --- |
| User story No:8 | Task 8 | Priority : Medium |
| AS A DELIVERY BOYI WANT TO UPDATE THE DELIVERY STATUSSO THAT IT CAN UPDATE TO SCRUM FOOD |
| BV:100 | CP: 02 |
| ACCEPTANCE CRITERIA : ENABLE THE COMMENT AND PHOTO UPLOAD ACCESS IN LOG IN  |

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| --- | --- | --- |
| User story No:9 | Task 9 | Priority : Medium |
| AS A DELIVERY BOYI WANT TO UPDATE THE RAITING AND FEEDBACK TO THE CUSTOMERSO THAT I CAN BE UPDATE TO SCRUM FOOD |
| BV:50 | CP: 02 |
| ACCEPTANCE CRITERIA : ENABLE THE FEEDBACK OPTION IN LOG IN  |

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| --- | --- | --- |
| User story No:10 | Task 10 | Priority : Medium |
| AS A DELIVERY BOYI WANT TO UPDATE THE WAITING TIME IN RESTURANTSO THAT I CAN UPDATE TO SCRUM FOOD |
| BV:50 | CP: 02 |
| ACCEPTANCE CRITERIA : ENABLE THE GPS IN THE LOG IN  |

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| User story No:11 | Task 11 | Priority : HIGHEST |
| AS A DELIVERY BOYI WANT TO UPDATE/VERIFY THE AMOUNT PAID IF IT IS CODSO THAT I CAN UPDATE TO SCRUM FOOD |
| BV:500 | CP: 02 |
| ACCEPTANCE CRITERIA : ENABLE THE PAYMENT GET WAY , ACCESS TO THE POOLING ACCOUNT TO CHECK PAYENT RECEIVED |

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| User story No:12 | Task 12 | Priority : Medium |
| AS A RESTURANTI WANT TO REGISTER IN THE PORTALSO THAT I CAN SELL FOOD THROUGH SCRUM FOOD |
| BV:500 | CP: 05 |
| ACCEPTANCE CRITERIA : NAME , KYC , TRADE LICENCE , EMAIL ID , NO OF EMPLOYEES , ESTABLISHED ON , COUSINE TYPE ,  |

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| --- | --- | --- |
| User story No:13 | Task 13 | Priority :HIGHEST |
| AS A RESTURANTI WANT TO LOGG IN TO THE PORTALSO THAT I CAN ACCESS MY PROFILE |
| BV:100 | CP: 05 |
| ACCEPTANCE CRITERIA : LOGG IN WITH USER ID AND PASSWORD |

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| User story No:14 | Task 14 | Priority : Medium |
| AS A RESTURANTI WANT TO DISPLAY THE MENUSO THAT CUSTOMERS CAN CHOOSE FROM THAT |
| BV:100 | CP: 02 |
| ACCEPTANCE CRITERIA : DISPLAY MENUS WITH CHOOSE / ADD BUTTON  |

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| User story No:15 | Task 15 | Priority : Medium |
| AS A RESTURANTI WANT TO VERIFY THE DELIVERY BOY IDENTITYSO THAT I CAN HANDOVER THE CORRECT PACKAGE TO THE ASSIGNED DELIVERY BOY |
| BV:100 | CP: 10 |
| ACCEPTANCE CRITERIA : ENABLE THE UNIQUE ORDER ID AND DELIVERY BOYS ORDER ID |

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| User story No:16 | Task 16 | Priority : Medium |
| AS A RESTURANTI WANT TO VIEW THE ORDERS PLACED BY THE CUSTOMERSO THAT I CAN CONFIRM THE AVAILABILITY |
| BV:100 | CP: 05 |
| ACCEPTANCE CRITERIA : ACCEPT / DECLINE THE ORDER BASED ON AVAILABILITY  |

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| User story No:17 | Task 17 | Priority : Medium |
| AS A RESTURANTI WANT TO UPDATE THE TIMINGS SO THAT I CAN SERVE WITHIN THAT TIME  |
| BV:50 | CP: 02 |
| ACCEPTANCE CRITERIA : ENABLE THE OPEN AND CLOSURE TIMING  |

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| --- | --- | --- |
| User story No:18 | Task 18 | Priority : Medium |
| AS A RESTURANTI WANT TO UPDATE THE AVAILABILITY OF THE DISHSO THAT I CAN DELIVER THE CORRECT ONE  |
| BV:50 | CP: 02 |
| ACCEPTANCE CRITERIA : ENABLE THE UPDATION OF AVAILABLE DISH |

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| User story No:19 | Task 19 | Priority : Medium |
| AS A RESTURANTI WANT TO VIEW THE CUSTOMER CONTACT NUMBERSO THAT I CAN CONTACT FOR ANY ALTERNATIVES IN CASE OF UNAVAILABILITY |
| BV:50 | CP: 02 |
| ACCEPTANCE CRITERIA : ENABLE THE CUSTOMERS CONTACT NUMBER ALONG WITH THE ORDER |

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| User story No:20 | Task 20 | Priority : Medium |
| AS A RESTURANT I WANT TO VIEW FEQUENTLY ORDERED DISHSO THAT I CAN WORK ON THAT |
| BV:50 | CP: 02 |
| ACCEPTANCE CRITERIA : ENABLE THE REPORT OF FREQUENTLY ORDERED DISH  |

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| User story No:21 | Task 21 | Priority : Medium |
| AS A RESTURANTI WANT TO UPDATE TODAY SPECIAL DISHSO THAT THE CUSTOMERS CAN ORDER FOOD |
| BV:100 | CP: 02 |
| ACCEPTANCE CRITERIA : ENABLE THE EDIT AND UPDATION IN MENU OPTION  |

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| User story No:22 | Task 22 | Priority : Medium |
| AS A RESTURANTI WANT TO UPDATE THE MENUSO THAT I CAN UPDATE IT TIME TO TIME |
| BV:50 | CP: 02 |
| ACCEPTANCE CRITERIA : ENABLE THE UPDATE OPTION IN MENU |

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| User story No:23 | Task 23 | Priority : Medium |
| AS A REGIONAL ADMINISTATORI WANT TO VALIDATE THE EMPLOYEES WITH KYC SO THAT VALID EMPLOYEES GET ENROLLED TO SCRUM FOOD |
| BV:500 | CP: 100 |
| ACCEPTANCE CRITERIA : ENABLE THE KYC VALIDATION PROCESS OF EMPLOYEES |

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| User story No:23 | Task 23 | Priority : Medium |
| AS A REGIONAL ADMINISTATORI WANT TO INITIATE THE POLICE VERIFICATION AND BGC OF EMPLOYEESSO THAT VALID EMPLOYEES GET ENROLLED TO SCRUM FOOD |
| BV:500 | CP: 100 |
| ACCEPTANCE CRITERIA : ENABLE THE KYC VALIDATION PROCESS OF EMPLOYEES |

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| User story No:24 | Task 24 | Priority : Medium |
| AS A REGIONAL ADMINISTATORI WANT TO ACCESS THE TIME SHEET OF THE EMPLOYEESSO THAT I CAN APPROVE ON TIME |
| BV:500 | CP: 05 |
| ACCEPTANCE CRITERIA : ENABLE THE ACCESS TO THE TIMESHEET UPDATE  |

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| User story No:25 | Task 25 | Priority : Medium |
| AS A REGIONAL ADMINISTATORI WANT TO VALIDATE THE PAYROLL AND INCENTIVES OF THE EMPLOYEESSO THAT I CAN DISBURSE ONTIME |
| BV:500 | CP: 100 |
| ACCEPTANCE CRITERIA : ENABLE PAYROLL AND TIMESHEET OF EMPLOYEES |

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| User story No:26 | Task 26 | Priority : Medium |
| AS A ADMINISTATORI WANT TO VIEW CUSTOMER FEEDBACKSO THAT I CAN WORK ONTHAT |
| BV:500 | CP: 100 |
| ACCEPTANCE CRITERIA : ENABLE PAYROLL AND TIMESHEET OF EMPLOYEES |

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| User story No:27 | Task 27 | Priority : Medium |
| AS A ADMINISTATORI WANT TO SET UP CUSTOMER SERVICE CENTERSO THAT I CAN RESOLVE QUERRIES ONTIME |
| BV:500 | CP: 100 |
| ACCEPTANCE CRITERIA : ENABLE EMPLOYEES QUERIES , CUSTOMER QUERIES , EMPLOYEES QUERIES |

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| User story No:28 | Task 28 | Priority : Medium |
| AS A ADMINISTATORI WANT TO VALIDATE THE PAYMENT DONE BY THE CUSTOMERSO THAT I CAN VERIFY THE SAME |
| BV:500 | CP: 100 |
| ACCEPTANCE CRITERIA : REPORT GENERATION OF PAYMENTS |

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| User story No:29 | Task 29 | Priority : Medium |
| AS A ADMINISTATORI WANT TO EDIT THE PAYMENT METHODSO THAT CUSTOMER CAN MAKE PAYMENT SEAMLESSLY |
| BV:500 | CP: 100 |
| ACCEPTANCE CRITERIA : ENABLE AND EDIT PAYMENT METHODS  |

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| User story No:30 | Task 30 | Priority : Medium |
| AS A ADMINISTATORI WANT TO MANAGE THE DATABASESO THAT I CAN MONITOR THEM PROPERLY |
| BV:500 | CP: 100 |
| ACCEPTANCE CRITERIA : ENABLE DATABASE OF EMPLOYEES ,CUSTOMERS , RESTURANTSEDITING AND MODIFICATION |

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| User story No:31 | Task 31 | Priority : Medium |
| AS A REGIONAL ADMINISTATORI WANT TO PUBLISH ADD FOR EMPLYEMENTSSO THAT I CAN RECRUIT NEW EMPLOYEES |
| BV:100 | CP: 02 |
| ACCEPTANCE CRITERIA : 1.PUBLISH ADVIRTIZATION,2 ACCEPT APPLICATIONS , 3.ROUTE THEM TO THE RECRUITEMENT TEAM |

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| User story No:32 | Task 32 | Priority : Medium |
| AS A REGIONAL ADMINISTATORI WANT TO MONITOR THE REGIONAL REVENUESO THAT I CAN MONITOR THAT |
| BV:500 | CP: 100 |
| ACCEPTANCE CRITERIA : 1 .REPORT GENERATION2.TOTAL COST 3.TOTAL PROFIT GAINED |

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| --- | --- | --- |
| User story No:33 | Task 33 | Priority : Medium |
| AS A REGIONAL ADMINISTATORI WANT TO ACCESS TO EMPLOYEES RESIGNATIONSO THAT I CAN APPROVE  |
| BV:100 | CP: 02 |
| ACCEPTANCE CRITERIA : 1.RESIGNATION REQUEST 2. APPROVAL 3.FOREWARD THAT TO THE NEXT AUTHORITY |

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| --- | --- | --- |
| User story No:34 | Task 34 | Priority : Medium |
| AS A REGIONAL ADMINISTATORI WANT TO LOGG OUT FROM PORTALSO THAT I CAN LOGG OUT |
| BV:100 | CP: 02 |
| ACCEPTANCE CRITERIA : 1.LOG OUT RADIO BUTTON  |

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| --- | --- | --- |
| User story No:35 | Task 35 | Priority : Medium |
| AS A CUSTOMERI WANT TO REGISTER IN THE APPSO THAT I CAN ACCESS THE PORTAL |
| BV:500 | CP: 100 |
| ACCEPTANCE CRITERIA : 1. NAME
2. GENDER
3. CONTACT NUMBER
4. EMAIL ID
5. VALIDATION BY OTP
6. ADDRESS
7. REGISTER
 |

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| --- | --- | --- |
| User story No:36 | Task 36 | Priority : Medium |
| AS A CUSTOMERI WANT TO EDIT ADDRESS SO THAT I CAN UPDATE THE ADDRESS |
| BV:500 | CP: 100 |
| ACCEPTANCE CRITERIA : 1.ADD ADDRESS MANUALLY2.ENABLE CURRENT LOCATION  |

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| --- | --- | --- |
| User story No:37 | Task 37 | Priority : HIGHEST |
| AS A CUSTOMERI WANT TO VIEW OFFERS SO THAT I CAN CHOOSE |
| BV:500 | CP: 500 |
| ACCEPTANCE CRITERIA : 1.OFFERS IN SPECIFIC RESTURANT2.OFFERS FOR THE DAY  |

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| --- | --- | --- |
| User story No:38 | Task 38 | Priority : Medium |
| AS A CUSTOMERI WANT TO VIEW PICTURES OF MENUS WITH PRICESO THAT I CAN CHOOSE |
| BV:500 | CP: 100 |
| ACCEPTANCE CRITERIA : 1.ITEM NAME2.PRICE |

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| --- | --- | --- |
| User story No:39 | Task 39 | Priority :HIGHEST |
| AS A CUSTOMERI WANT MANAGE THE CARTSO THAT I CAN ADD AND ORDER |
| BV:500 | CP: 100 |
| ACCEPTANCE CRITERIA 1.ADD TO CART 2.EDIT3.CHECK OUT4.DELETE |

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| --- | --- | --- |
| User story No:40 | Task 40 | Priority : Medium |
| AS A CUSTOMERI WANT TO VIEW TOTAL AMOUNT PAYBLESO THAT I CAN KNOW THE PRICE BREAK UP AND TAX |
| BV:500 | CP: 100 |
| ACCEPTANCE CRITERIA : 1.BILL GENERATION2.TOTAL AMOUNT PAYBLE3.SERVICE TAX  |

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| --- | --- | --- |
| User story No:41 | Task 41 | Priority : HIGHEST |
| AS A CUSTOMERI WANT ADD COUPON AND OFFERS ON DIFFERENT PAYMENT METHODSSO THAT I CAN USE THEM |
| BV:500 | CP: 100 |
| ACCEPTANCE CRITERIA : RADIO BUTTON 1.ADD COUPON2.OFFERS ON THE CARDS3. OFFERES ON THE WALLETS 4.OFFERES ON THE PAYMENT METHODS  |

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| --- | --- | --- |
| User story No:42 | Task 42 | Priority : HIGHEST |
| AS A CUSTOMERI WANT TO TRACK THE FOOD DELIVERYSO THAT I KNOW WHEN I CAN GET THE FOOD |
| BV:500 | CP: 100 |
| ACCEPTANCE CRITERIA : 1.GPS ACTIVATED FOR THE DELIVERY BOY2.TRACKING SYSTEM ENABLED |

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| --- | --- | --- |
| User story No:43 | Task 43 | Priority : Medium |
| AS A CUSTOMERI WANT TO CALL THE DELIVERY BOYSO THAT I CAN TRACK THE DELIVERY |
| BV:500 | CP: 100 |
| ACCEPTANCE CRITERIA : 1.A CONFIRMATION MESSAGE DELIVERED TO CUSTOMERS NUMBER WITH THE DELIVERY BOYS NUMBER |

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| --- | --- | --- |
| User story No:44 | Task 44 | Priority : Medium |
| AS A CUSTOMERI WANT TO ADD CUTLERY TO THE ORDERSO THAT I CAN ADD CUTLERY AND EDIT IT  |
| BV:500 | CP: 100 |
| ACCEPTANCE CRITERIA : RADIO BUTTON1. ADD CUTLERY TO ORDER
2. YES/NO
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| --- | --- | --- |
| User story No:45 | Task 45 | Priority : Medium |
| AS A CUSTOMERI WANT TO RATE THE FOOD AND COMENTSO THAT I CAN GIVE RATING  |
| BV:500 | CP: 100 |
| ACCEPTANCE CRITERIA : 1.RATING TO DISH2.RATING TO DELIVERY BOY3.FEEDBACK OPTION |

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| --- | --- | --- |
| User story No:46 | Task 46 | Priority : HIGHEST |
| AS A CUSTOMERI WANT TO VIEW OTHER CUSTOMERS FEEDBACKSO THAT I CAN TAKE DECISION |
| BV:500 | CP: 100 |
| ACCEPTANCE CRITERIA : 1.CHECK FEEDBACK ON THE DISH2.CHECK RATING OF THE DISH |

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| --- | --- | --- |
| User story No:47 | Task 47 | Priority : HIGHEST |
| AS A CUSTOMERI WANT TO INTERACT WITH CUSTOMER CARE SO THAT I CAN RAISE QUERRIES |
| BV:500 | CP: 05 |
| ACCEPTANCE CRITERIA : CUSTOMER CARE ACCESSRADIO BUTTON : CONTACT US (CALL/ ARRANGE A CALL BACK/CHAT ) |

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| --- | --- | --- |
| User story No:48 | Task 48 | Priority : HIGHEST |
| AS A CUSTOMERI WANT TO VIEW MY ORDER IDSO THAT I CAN RAISE THE QUERY AND TRACK |
| BV:500 | CP: 50 |
| ACCEPTANCE CRITERIA : ORDER PLACED –UNIQUE ORDER ID CREATED  |

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| --- | --- | --- |
| User story No:49 | Task 49 | Priority : Medium |
| AS A CUSTOMERI WANT TO CHOOSE PAYMENT OPTIONSO THAT I CAN MAKE PAYMENT |
| BV:500 | CP: 100 |
| ACCEPTANCE CRITERIA : 1.RADIO BUTTON OF PAYMENT OPTION2.PAYTM3.PHONE PAY4.CARD(DEBIT CARD/CREDIT CARD)5.COD6.INTERNET BANKING7.GOOGLE PAY |

|  |  |  |
| --- | --- | --- |
| User story No:50 | Task 50 | Priority : Medium |
| AS A CUSTOMERI WANT TO VIEW MY LAST ORDERSO THAT I CAN REPEAT |
| BV:100 | CP: 05 |
| ACCEPTANCE CRITERIA : PREVIOUS ORDERS 1.REPEAT2. MODIFY |

# Document 4: Agile PO Experience

The Product Owner has a vision of the product keeping the domain/industry experience and the market need.

❖ Following are the responsibilities of PO in a project

➢ Market Analysis ▫ Analysis of market need/demand ▫ Availability of similar products in the market

➢ Enterprise Analysis ▫ Due diligence on the market opportunity

➢ Product Vision and Roadmap ▫ Product vision keeping the need analysis in mind ▫ Product roadmap with high-level features and timeline

➢ Managing Product Features ▫ Managing stakeholder expectations and prioritizing needs ▫ Prioritization of the epics, stories, and features based on criticality and ROI involved

➢ Managing Product Backlog ▫ Prioritization of user stories ▫ Reprioritization based on stakeholders' needs ▫ Epics planning

➢ Managing Overall Iteration Progress ▫ Sprint progress review ▫ Reprioritization of sprints and epics if needed ▫ Sprint retrospectives with Business Analyst

❖ From this project I have learned how to handle sprint meetings such as

➢ Sprint planning meeting: a collaborative event in Agile methodologies where the Scrum team (including the Scrum Master, Product Owner, and Development Team) determines the work to be done during the upcoming sprint

➢ Daily scrum meeting: A daily Scrum meeting (also known as a standup meeting) is a short, time-boxed meeting where members of the Scrum team gather to provide updates on what they worked on the previous day, what they plan to do today, and what (if any) impediments or issues they have encountered.

➢ Sprint review meeting: the development team and stakeholders gather to review and demonstrate the work completed during the sprint

➢ Sprint retrospective meeting: a review conducted after a sprint that plays a key role in the Agile methodology

➢ Backlog refinement meeting: like in sprint planning, product owners and development team members discuss each backlogged item, clarify its requirements, and assess its priority and complexity

❖ Also, User stories creation and what things will be included in user stories such as

➢ Story no: typically refers to the number assigned to a user story, which is a short, simple description of a feature from the perspective of the end-user

➢ Tasks: specific, small units of work that are broken down from user stories and are typically assigned to individual team members for completion

➢ Priority: determining the order in which a team will work on tasks, features, or requirements, based on their importance and value to the project and the customer

➢ Acceptance criteria: a set of specific, measurable, achievable, relevant, and time-bound (SMART) conditions that must be met for a user story or feature to be considered complete and ready for release

➢ BV & CP value: BV (Business Value) refers to the tangible benefits an organization gains from implementing a feature or product, while CP (presumably Customer Perspective) emphasizes the value from the customer's viewpoint

 ❖ In Scrum, a product owner serves as the liaison between multiple areas of an organization. This person communicates with business stakeholders and collaborates closely with Scrum teams to keep all areas of the business informed on a project's development.

❖ The product owner develops a vision of a product's function and operation, which in turn allows this Scrum team member to define product features and break those features into product backlog items.

The Product Owner (PO) leads CRM product direction through vision, backlog prioritization, and stakeholder collaboration. Key responsibilities include:

* • Conduct market and enterprise analysis
* • Define product vision and roadmap
* • Manage stakeholder expectations
* • Prioritize user stories and epics
* • Ensure smooth sprint execution and retrospectives

# Document 5: Product and Sprint Backlog & Burndown Charts

Product Backlog Sample:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **User Story ID**  | **User Story** | **Tasks**  | **Priority** | **BV** | **CP** | **Sprint** |
| US01 | Interaction Tracking | Logging, Syncing | High | 90 | 80 | 1 |
|  |  |  |  |  |  |  |

Sprint Backlog Sample:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **User Story ID**  | **User Story** | **Tasks**  | **Owner** | **Status** | Estimated effort |
| US01 | Build Log UI | Logging, Syncing | Tarun | In Progress | 8 Hours |

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# Document 6: Sprint Meetings

Meeting Type 1: Sprint Planning meeting

|  |  |
| --- | --- |
| Date |  |
| Time |  |
| Location |  |
| Prepared by |  |
| Attendees |  |

Agenda Topics

|  |  |  |
| --- | --- | --- |
| Topic | Presenter | Time allotted |
|  |  |  |
|  |  |  |

Other Information

|  |  |
| --- | --- |
| Observers |  |
| Resources |  |
| Special Notes |  |

Meeting Type 2: Sprint Planning meeting

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| --- | --- |
| Date |  |
| Time |  |
| Location |  |
| Prepared by |  |
| Attendees |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Sprint status | Things to demo | Quick updates | What’s next |
|  |  |  |  |

Meeting Type 3: Sprint Planning meeting

|  |  |  |
| --- | --- | --- |
| Date |  |  |
| Time |  |  |
| Location |  |  |
| Prepared by |  |  |
| Attendees |  |  |
| Agenda | What went well | What didn’t go well | Questions | Reference |
|  |  |  |  |  |

Meeting Type 4: Daily Stand-up meeting

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Question | Name/Role | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
| What did you do yesterday? | Developer 1Developer 2Developer 13 |  |  |  |  |  |  |  |
| What will you do today? | Developer 1Developer 2Developer 13 |  |  |  |  |  |  |  |
| What (if any) is blocking your Progress? | Developer 1Developer 2Developer 13 |  |  |  |  |  |  |  |

Sprint Planning: Defines sprint goals, selects backlog items, estimates effort.

Sprint Review: Demonstrates completed work, collects stakeholder feedback.

Sprint Retrospective: Team reflects on what went well and what can improve.

Daily Stand-up: Team shares progress, plans for the day, and blockers.