

AGILE DOCUMENTS

Document 1: Definition of Done

Definition of Done (DoD)

The definition of done is decided before the release of every feature, where a checklist will be created and followed to ensure all the tasks get performed and approved. At every stage, we have to make sure it meets all the criteria and is ready to go next level or for deployment.

Developers and team work on assigned stories, complete the development get the approvals from product owner and stakeholders and when it gets confirmed that the story is ready to go live it is called a definition of done.

Purpose

The best representation of DoD is a checklist demonstrating a user story's agreed value and quality. It includes:

- **Acceptance Criteria:** Meeting customer requirements.
- **Quality Criteria:** Ensuring high product quality.

DoD applies to different Agile levels, including **User Story, Sprint, and Release**.

Checklist for DoD:

1. Produced code for presumed functionalities

- A customer's internet disconnects after payment initiation → The system **does not double charge** when they retry.
- Implemented a **payment processing module** that supports credit card, debit card, and digital wallet transactions.
- Code is committed to a **Git repository** with clear commit messages
- API endpoints and business logic are well-documented.
- Edge cases and error handling are implemented.
- **Integration tests** verify communication between services.
- API calls use **OAuth 2.0** for secure authentication
- Simulated **1,000 concurrent payment requests** to ensure response times remain under 2 seconds.

2. Assumptions of User Story met

- A customer's internet disconnects after payment initiation → The system **does not double charge** when they retry.
- User stories US001 and US002 codes are ready in which production mids, usernames, and passwords are received from payment providers.

- A test confirms that if a user cancels within 24 hours, **a full refund is issued** per airline policy.
- The **third-party payment gateway sandbox** is tested to confirm the correct handling of international payments.
- A test confirms that a **hacker cannot intercept credit card details** through a man-in-the-middle attack.
- Load testing simulates **10,000 concurrent users** to verify that payments do not time out or delay bookings.
- A customer books a flight → selects **PayPal** → the system correctly processes the transaction and updates the booking status to **"Confirmed"** after successful payment.

3. The project builds without errors

- The project compiles and builds successfully **without errors or warnings**.
- All dependencies are resolved, and no missing libraries or configurations.
- The build process is completed within the expected time.

4. Unit tests are written and passing

- **Unit tests are implemented** for all critical functionalities.
- Tests cover **happy paths, edge cases, and failure scenarios**.
- Running tests show **all tests passing**.

5. The project deployed on a test environment identical to the production

- The airline payment system is deployed on a **staging server** with the same OS, database, and network settings as production.
- Payment transactions are tested with real **third-party gateway sandboxes** (e.g., Stripe, and PayPal test accounts).
- UAT confirms that end-to-end payment flows work **without failures**.

6. Tests on required devices/browsers passed

Cross-browser tests confirm the UI and payment flows work correctly on:

- Chrome
- Firefox
- Edge
- Safari (if applicable)

Mobile & tablet testing verifies responsiveness on:

- Android (Chrome)
- iOS (Safari)

Payment transactions are completed across all tested platforms.

7. Feature approved by UX designer

- The payment form layout matches the approved design
- Error messages are clear and user-friendly
- The mobile experience is smooth and intuitive

8. QA performed & issues resolved

- **QA team has tested the feature thoroughly** following the test plan.
- **All reported bugs and issues** have been fixed and verified.
- Functional, regression, UI/UX, and security tests **passed**.
- **No critical or high-severity defects** remain open.
- SIT sign-off obtained

9. Any configuration or build changes documented

- **All configuration and build changes are documented** for future reference.
- Changes are updated in the **README, Confluence, or internal documentation**.
- Any new **environment variables, API keys, or dependencies** are listed.
- CI/CD pipeline modifications are clearly outlined.

This checklist ensures that all development, testing, and deployment aspects are completed before marking a feature as "Done."

Document 2- Product Vision

Product Vision is a clear, concise statement that defines the long-term mission and purpose of a product. It serves as a guiding light for the development team, stakeholders, and customers, ensuring alignment on what the product aims to achieve.

Scrum Team

Scrum Project name :	Velocity - Payment Orchestration Platform			
Venue	Pune India			
Date	Start Date	30/01/2025	End Date	30/07/2025

Client	PAL, PayPal, CCavenue, UPI			
Stakeholder list	PAL - Ico PayPal - Jasmin CCAvene - Nitesh UPI - Paula Account manger - Filip Merchant team - Fatima			
Scrum Team	Team 1	Team 2	Team 3	
Scrum Master	Akshay	Nishchal	Ashiq	
Product owner:	Rohan Deo	Rohan Deo	Rohan Deo	
Scrum Developer 1:	Sagar	Pavel	Jetha	
Scrum Developer 2:	Rishi	Sandeep	Revathi	
Scrum Developer 3:	Manasi	bharat	Suknya	
Scrum Developer 4:	Pushpak	Atul	Swarada	
Scrum Developer 5:	jayant	Bhushan	Pari	

Vision:

The vision for this project is to create a seamless, secure, and efficient payment gateway for airline transactions, enabling quick and easy booking, payment processing, and customer satisfaction.

The goal is to provide an integrated payment system that supports various payment methods, including credit cards, digital wallets, and local payment solutions while ensuring compliance and safety across the globe. This will provide quicker integration to any airline client. This will generate the revenue for organization on each transaction. Provide seamless reporting to the airline clients. Help in the ticketing process.

On achieving seamless payment, quicker integrations, reporting dashboards and smart routing organization will be known as the unique payment orchestration platform in the world.

Target Group:

This product primarily targets airline customers and manages airline transactions. The primary users will be passengers, with airlines, travel agents, and third-party integrators being the key customers.

Needs:

The product solves the problem of fragmented, inefficient, and slow payment processing for airlines. It streamlines payment transactions by offering a unified, fast, and secure way for customers to pay for their flights with multiple payment options on a single platform, thus improving the booking experience.

It also provides airlines with enhanced payment fraud detection, real-time transaction monitoring, and an easy reconciliation process.

Multiple payment provider's availability will solve the problem of multiple vendors and quick integration for any airline.

Ticketing is a major issue for airline customers as no integration with SABRE or GDAS systems on this platform this issue will get solved.

Product:

The product is a payment gateway integration system designed specifically for airlines. It's desirable because it provides a seamless customer experience, is multi-currency and multi-channel compatible, and offers fraud prevention tools and multiple payment providers on a single platform to resolve the problem of multiple vendors.

Its special features include advanced security features, customizable payment methods, and API-driven integrations with airline booking systems. The product is feasible to develop, with a strong foundation in existing payment technologies and the ability to scale for various airline sizes.

Value:

The product benefits the airline by reducing transaction friction, improving conversion rates, minimizing payment fraud risks, and enhancing customer loyalty through a smooth, consistent payment experience. The business goals are to increase the speed of transactions, reduce operational costs, and drive more bookings through an enhanced user experience. The business model can include transaction fees, subscription services for premium features, or licensing for larger airline networks. This will ease the airline's segregated features and the airline will get all the value-added services on a single platform which will reduce the cost of airline clients.

Document 3: User stories

BV: BV means business value, and how important a particular feature or user story is for business needs is called business value. Business value is decided with the help of Scrum currency notes. 1000 rs provided to the stakeholders in the form of 500, 100, 50, 20, and 10 rs forms. Each stakeholder gives the money from the provided user story and which user story gets more rs that has the highest business value.

average should be taken

CP: It means complexity points. For this developers and the scrum team participate. To this poker method get use. The poker method uses the Fibonacci series. With the help of complexity points team can decide how much effort is required to complete the development of the user story. There are chances that the story can get multiple points from developers in that case we have to initiate the discussion and come to the conclusion for the final story points.
Minimum value should be taken

Document 3: User stories - tabular format

User Story:1	Task: 1	Priorrity: High
<p>As a user,</p> <p>I want to pay with a credit card</p> <p>so that I can complete my booking quickly.</p>		
BV:500		CP:8
<p>ACCEPTANCE CRITERIA</p> <p>Payment processed within 3 seconds, supports Visa, Mastercard, and Amex.</p>		

User Story:2	Task: 2	Priorrity: High
As a user, I want to pay using a digital wallet (e.g., PayPal, Apple Pay) so that I can use my preferred payment method.		
BV:500	CP:13	
ACCEPTANCE CRITERIA		
Supports at least 3 major digital wallets, payment confirmation within 5 seconds.		

User Story:3	Task: 3	Priorrity: High
As a user, I want to pay using local payment solutions (e.g., Alipay, Paytm) so that I can use region-specific options.		
BV:500	CP:21	
ACCEPTANCE CRITERIA		
Supports 5+ local payment methods, localized currency support.		

User Story:4	Task: 4	Priorrity: High
As a user, I want to see a secure payment page (HTTPS, SSL) so that I feel safe entering my payment details.		
BV:500	CP:5	
ACCEPTANCE CRITERIA		
SSL certificate implemented, no security warnings on the payment page.		

User Story:5	Task: 5	Priorrity: High
As a user, I want to receive a payment confirmation email so that I have proof of my transaction.		
BV:100	CP:8	
ACCEPTANCE CRITERIA		
Email sent within 1 minute of payment, includes booking details.		

User Story:6	Task: 6	Priorrity: High
As an airline client, I want to integrate the payment gateway via API so that I can start accepting payments quickly.		
BV:500	CP:13	
ACCEPTANCE CRITERIA		
API documentation provided, integration completed within 2 days.		

User Story:7	Task: 7	Priorrity: High
As an airline client, I want to support multi-currency transactions so that I can serve international customers.		
BV:500	CP:21	
ACCEPTANCE CRITERIA		
Supports 10+ currencies, automatic currency conversion.		

User Story:8	Task: 8	Priorrity: Medium
As an airline client, I want to test the payment gateway in a sandbox environment so that I can ensure it works before going live.		
BV:100	CP:8	
ACCEPTANCE CRITERIA		
Sandbox environment available, test transactions can be performed.		

User Story:9	Task: 9	Priorrity: Medium
As an airline client, I want to customize the payment page with my branding so that it aligns with my website.		
BV:100	CP:5	
ACCEPTANCE CRITERIA		
Branding options (logo, colors) available in the admin panel.		

User Story:10	Task: 10	Priorrity: Medium
As an airline client, I want to integrate the payment gateway with my existing CRM so that I can manage customer data efficiently.		
BV:100	CP:13	
ACCEPTANCE CRITERIA		
CRM integration guide provided, data synced in real-time.		

User Story:11	Task: 11	Priorrity: High
As an airline client, I want to view transaction reports so that I can track revenue.		
BV:500	CP:8	
ACCEPTANCE CRITERIA		
Reports downloadable in CSV/PDF format, updated in real-time.		

User Story:12	Task: 12	Priorrity: High
As an airline client, I want to see a dashboard with key metrics (e.g., successful transactions, failed payments) so that I can monitor performance.		
BV:500	CP:13	
ACCEPTANCE CRITERIA		
Dashboard displays metrics, refresh option available.		

User Story:13	Task: 13	Priorrity: Medium
As an airline client, I want to filter reports by date range so that I can analyze specific periods.		
BV:500	CP:13	
ACCEPTANCE CRITERIA		
Date range filter works, results update dynamically.		

User Story:14	Task: 14	Priorrity: Low
As an airline client, I want to receive weekly summary emails so that I can stay informed about transactions.		
BV:20	CP:3	
ACCEPTANCE CRITERIA		
Email sent every Monday, including summary of transactions.		

User Story:15	Task: 15	Priorrity: Medium
As an airline client, I want to export transaction data to my accounting software so that I can streamline financial processes		

BV:100	CP:8
ACCEPTANCE CRITERIA Data exported in compatible format (e.g., Xero, QuickBooks).	

User Story:16	Task: 16	Priorrity: High
As a user, I want my payment data to be encrypted so that it is protected from breaches.		
BV:500	CP:8	
ACCEPTANCE CRITERIA AES-256 encryption implemented, no data leaks.		

User Story:17	Task: 17	Priorrity: High
As an airline client, I want the payment gateway to be PCI-DSS compliant so that I can ensure security standards are met.		
BV:500	CP:13	
ACCEPTANCE CRITERIA PCI-DSS certification obtained, documentation provided.		

User Story:18	Task: 18	Priorrity: High
As a user, I want to enable two-factor authentication (2FA) so that my account is more secure.		
BV:100	CP:5	

ACCEPTANCE CRITERIA

2FA option available, works with Google Authenticator.

User Story:19**Task: 19****Priorrity: High**

As an airline client, I want to block fraudulent transactions so that I can reduce chargebacks.

BV:500**CP:21****ACCEPTANCE CRITERIA**

Fraud detection system implemented, blocks suspicious transactions.

User Story:20**Task: 20****Priorrity: Medium**

As an airline client, I want to block fraudulent transactions so that I can reduce chargebacks.

BV:100**CP:8****ACCEPTANCE CRITERIA**

Notifications sent via email/SMS, includes details of activity.

User Story:21**Task: 21****Priorrity: High**

As an airline client, I want to log in to a secure portal so that I can access transaction data and reports.

BV:500**CP:8**

ACCEPTANCE CRITERIA

Login with 2FA, role-based access control implemented.

User Story:22**Task: 22****Priority: High**

As an airline client, I want to view a list of all transactions so that I can monitor payment activity.

BV:500**CP:13****ACCEPTANCE CRITERIA**

Transaction list displayed with filters (e.g., date, status, amount).

User Story:23**Task: 23****Priority: Medium**

As an airline client, I want to search for specific transactions by booking ID so that I can quickly find details.

BV:100**CP:5****ACCEPTANCE CRITERIA**

Search bar available, results displayed instantly.

User Story:24**Task: 24****Priority: High**

As a user, I want to receive my e-ticket immediately after payment so that I can access my booking details.

BV:500**CP:8**

ACCEPTANCE CRITERIA

E-ticket sent within 1 minute, includes QR code.

User Story:25**Task: 25****Priority: Medium**

As a user, I want to cancel my booking and get a refund so that I can manage my plans.

BV:100**CP:13****ACCEPTANCE CRITERIA**

Refund processed within 5 business days, confirmation sent.

User Story:26**Task: 26****Priority: High**

As an airline client, I want the payment gateway to route transactions to the best payment processor so that I can reduce costs.

BV:500**CP:21****ACCEPTANCE CRITERIA**

Routing logic implemented, cost savings demonstrated.

User Story:27**Task: 27****Priority: Medium**

As an airline client, I want to set rules for payment routing based on transaction amount so that I can optimize processing fees.

BV:100**CP:13**

ACCEPTANCE CRITERIA

Routing logic implemented, cost savings demonstrated.

User Story:28**Task: 28****Priority: Medium**

As an airline client, I want to monitor payment processor performance so that I can switch providers if needed.

BV:100**CP:8****ACCEPTANCE CRITERIA**

Performance metrics displayed, alerts for downtime.

User Story:29**Task: 29****Priority: Medium**

As a user, I want my payment to be retried automatically if it fails so that I don't lose my booking.

BV:100**CP:5****ACCEPTANCE CRITERIA**

Retry logic implemented, user notified of success/failure

User Story:30**Task: 30****Priority: Medium**

As an airline client, I want to A/B test payment processors so that I can choose the best one.

BV:20**CP:8**

ACCEPTANCE CRITERIA

A/B testing tool available, results displayed in dashboard.

User Story:31**Task: 31****Priority: High**

As the organization, I want to charge a transaction fee so that I can generate revenue.

BV:500**CP:5****ACCEPTANCE CRITERIA**

Fee applied per transaction, visible in reports.

User Story:32**Task: 32****Priority: Medium**

As the organization, I want to offer premium features (e.g., faster processing) for an additional fee so that I can increase revenue.

BV:100**CP:8****ACCEPTANCE CRITERIA**

Premium options displayed, fee added to total.

User Story:33**Task: 33****Priority: Medium**

As the organization, I want to provide subscription plans for airline clients so that I can ensure recurring revenue.

BV:100**CP:13**

ACCEPTANCE CRITERIA

Subscription plans configurable, auto-renewal enabled.

User Story:34**Task: 34****Priority: Low**

As the organization, I want to offer discounts for high-volume airline clients so that I can attract more business.

BV:20**CP:5****ACCEPTANCE CRITERIA**

Discounts applied automatically, visible in invoices.

User Story:35**Task: 35****Priority: Medium**

As the organization, I want to track revenue from each airline client so that I can measure profitability.

BV:100**CP:8****ACCEPTANCE CRITERIA**

Revenue breakdown available in reports.

User Story:36**Task: 36****Priority: Medium**

As a user, I want to contact customer support during the payment process so that I can resolve issues quickly.

BV:100**CP:5**

ACCEPTANCE CRITERIA

Support chat/phone option available, response within 2 minutes.

User Story:37**Task: 37****Priority: Low**

As a user, I want to see a FAQ section on the payment page so that I can find answers to common questions.

BV:20**CP:3****ACCEPTANCE CRITERIA**

FAQ section displayed, covers 10+ topics.

User Story:38**Task: 38****Priority: Low**

As a user, I want to provide feedback on the payment process so that I can share my experience.

BV:20**CP:5****ACCEPTANCE CRITERIA**

Feedback form available, submissions stored in dashboard.

User Story:39**Task: 39****Priority: Medium**

As an airline client, I want to access 24/7 technical support so that I can resolve issues at any time.

BV:100**CP:8**

ACCEPTANCE CRITERIA

Support available 24/7, response within 1 hour.

User Story:40**Task: 40****Priority: Low**

As a user, I want to rate my payment experience so that the airline can improve its service.

BV:20**CP:3****ACCEPTANCE CRITERIA**

Rating system implemented, feedback visible in dashboard.

User Story:41**Task: 41****Priority: Medium**

As an airline client, I want to filter transactions by status (e.g., successful, failed, pending) so that I can focus on specific issues.

BV:100**CP:8****ACCEPTANCE CRITERIA**

Filter options available, results update dynamically.

Document 4: Agile PO Experience - add as a product owner what has been done and in each iteration roles and responsibilities what has been donee.

The Product Owner has a vision of the product, keeping in mind domain/industry experience and market needs.

Responsibilities of a Product Owner in a Project: -

- **Market Analysis**

As a product owner conducting market analysis by identifying customer needs, I have assessed the demand through surveys with various industry people. Understand the market size of the business. I have researched competitors and what kind of services competitors are providing. All this has been done by Google Trends, industry reports, and customers feedback

- **Enterprise Analysis**

As a product owner, I have done the enterprise analysis which gathered the details for various competitors what kind of services they are providing, and what kind of technologies are they using. I have done a SWOT analysis and understand the strengths and weaknesses of the organization to start this project.

- **Product Vision and Roadmap**

As a product owner, I have decided the vision for the product that in the long term we have to onboard maximum payment providers on our platform across the globe and provide customized business rules for smart routing which will help the airline industry as a one-stop solution for all the payment needs to be related to the airline industry and will be capable to integrate payment in a very less time. People should get the reporting in one click. For the roadmap, I have decided to implement the core payment platform, partner with various payment providers, onboard those, implement the smart routing, provide solutions for various reporting needs, and integrate the ticketing solution with Amadeus and Sabre.

- **Managing Product Features**

As a product owner, I have managed the product features, including regular calls with the team to understand their thoughts on requirements and align them with the goal and output of the requirement. I have also gathered feedback from various stakeholders at regular intervals, created the epics and stories, and actively participated in all the agile ceremonies. The decided product roadmap breaks down the epics into proper user stories to improve implementation and reduce the

complexity of requirements. Manage the product backlog, do the prioritization using Moscow, and validate the requirement by FURP.

Role in each iteration:

1. Project Initiation

- Define the product vision and goals.
- Identify stakeholders and gather requirements.
- Create a high-level product roadmap.

2. Backlog Creation

- Build and prioritize the product backlog.
- Write user stories with clear acceptance criteria.
- Continuously refine and reprioritize the backlog.

3. Sprint Planning

- Set sprint goals with the team.
- Clarify requirements and acceptance criteria.
- Ensure the team commits to achievable work.

4. Sprint Execution

- Be available to answer questions and clarify requirements.
- Monitor progress without micromanaging.
- Adapt to changes and reprioritize as needed.

5. Sprint Review

- Showcase completed work to stakeholders.
- Accept or reject deliverables based on acceptance criteria.
- Gather feedback and update the backlog.

6. Sprint Retrospective

- Participate in the retrospective to discuss what went well and what didn't.
- Support the team in identifying improvements for the next sprint.

7. Release Planning

- Define the scope of the release based on business value.
- Coordinate with stakeholders for launch readiness.
- Ensure all features meet quality standards.

8. Post-Release

- Monitor product performance and gather user feedback.
- Identify areas for improvement and update the backlog.
- Plan for the next release cycle.

- Maximize business value delivered by the team.
- Act as the bridge between stakeholders and the team.
- Keep the end-user at the center of decisions.
- Adapt to changing requirements and market needs.

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

Product Backlog

User Story ID	User Story	Tasks	Priority	BV	CP	Sprint
US012	As an airline client, I want to support multi-currency transactions so that I can serve international customers.	Add multi-currency support to the payment gateway.	High	500	13	Sprint 2
US013	As an airline client, I want to test the payment gateway in a sandbox environment so that I can ensure it works before going live.	Create a sandbox environment for testing.	Medium	200	8	Sprint 1
US014	As an airline client, I want to customize the payment page with my branding so that it aligns with my website.	Enable branding customization options for the payment page.	Medium	200	5	Sprint 2
US015	As an airline client, I want to integrate the payment gateway with my existing CRM so that I can manage customer data efficiently.	Build CRM integration for seamless data flow.	Medium	200	13	Sprint 3
US016	As an airline client, I want to view transaction reports so that I can track revenue.	Develop a transaction reporting feature.	Medium	200	8	Sprint 1
US017	As an airline client, I want to see a dashboard with key metrics (e.g., successful transactions, failed payments) so that I can monitor performance.	Create a dashboard with key payment metrics.	Medium	200	13	Sprint 2
US018	As an airline client, I want to filter reports by date range so that I can analyze specific periods.	Add date range filters to transaction reports.	Low	100	5	Sprint 2

US019	As an airline client, I want to receive weekly summary emails so that I can stay informed about transactions.	Set up automated weekly summary emails.	Low	100	5	Sprint 3
US020	As an airline client, I want to export transaction data to my accounting software so that I can streamline financial processes.	Enable export functionality for transaction data.	Low	100	8	Sprint 1
US021	As a user, I want my payment data to be encrypted so that it is protected from breaches.	Implement end-to-end encryption for payment data.	High	500	8	Sprint 3
US022	As an airline client, I want the payment gateway to be PCI-DSS compliant so that I can ensure security standards are met.	Ensure PCI-DSS compliance for the payment gateway.	High	500	13	Sprint 1
US023	As a user, I want to enable two-factor authentication (2FA) so that my account is more secure.	Add 2FA functionality for user accounts.	Medium	200	8	Sprint 3
US024	As an airline client, I want to block fraudulent transactions so that I can reduce chargebacks.	Implement fraud detection and blocking mechanisms.	High	500	13	Sprint 2
US025	As an airline client, I want to log in to a secure portal so that I can access transaction data and reports.	Develop a secure client portal for transaction access.	Medium	200	8	Sprint 1
US026	As an airline client, I want to view a list of all transactions so that I can monitor payment activity.	Create a transaction list view in the client portal.	Medium	200	5	Sprint 2
US027	As an airline client, I want to search for specific transactions by booking ID so that I can quickly find details.	Add a search feature for transactions by booking ID.	Low	100	5	Sprint 2
US028	As a user, I want to receive my e-ticket immediately after payment so that I can access my booking details.	Automate e-ticket delivery post-payment.	High	500	5	Sprint 3
US029	As a user, I want to cancel my booking and get a refund so that I can manage my plans.	Implement a cancellation and refund process.	High	500	8	Sprint 1

US030	As an airline client, I want the payment gateway to route transactions to the best payment processor so that I can reduce costs.	Set up dynamic payment processor routing.	Medium	200	13	Sprint 3
US031	As an airline client, I want to set rules for payment routing based on transaction amount so that I can optimize processing fees.	Add rules-based payment routing configuration.	Medium	200	8	Sprint 1
US032	As an airline client, I want to monitor payment processor performance so that I can switch providers if needed.	Build a payment processor performance monitoring tool.	Medium	200	13	Sprint 2
US033	As a user, I want my payment to be retried automatically if it fails so that I don't lose my booking.	Implement automatic payment retry logic.	Medium	200	5	Sprint 3
US034	As an airline client, I want to A/B test payment processors so that I can choose the best one.	Enable A/B testing for payment processors.	Low	100	8	Sprint 3
US035	As the organization, I want to charge a transaction fee so that I can generate revenue.	Add transaction fee functionality.	High	500	5	Sprint 2
US036	As the organization, I want to offer premium features (e.g., faster processing) for an additional fee so that I can increase revenue.	Develop premium feature options with additional fees.	Medium	200	8	Sprint 1
US037	As the organization, I want to provide subscription plans for airline clients so that I can ensure recurring revenue.	Create subscription plans for airline clients.	Medium	200	13	Sprint 2
US038	As the organization, I want to offer discounts for high-volume airline clients so that I can attract more business.	Implement discount options for high-volume clients.	Medium	200	8	Sprint 3
US039	As the organization, I want to track revenue from each airline client so that	Build a revenue tracking system per client.	Medium	200	8	Sprint 1

	I can measure profitability.					
US040	As a user, I want to contact customer support during the payment process so that I can resolve issues quickly.	Add a customer support contact option on the payment page.	Low	100	5	Sprint 1
US041	As a user, I want to see a FAQ section on the payment page so that I can find answers to common questions.	Include a FAQ section on the payment page.	Low	100	3	Sprint 2
US042	As a user, I want to provide feedback on the payment process so that I can share my experience.	Add a feedback form on the payment page.	Low	100	5	Sprint 3
US043	As an airline client, I want to access 24/7 technical support so that I can resolve issues at any time.	Set up 24/7 technical support for clients.	Medium	200	8	Sprint 2
US044	As a user, I want to rate my payment experience so that the airline can improve its service.	Add a payment experience rating feature.	Low	100	5	Sprint 1
US045	As an airline client, I want to filter transactions by status (e.g., successful, failed, pending) so that I can focus on specific issues.	Add status filters to the transaction list.	Medium	200	5	Sprint 3

Sprint backlog:

User Story ID	User Story	Tasks	Owner	Status	Estimated Effort
US012	As an airline client, I want to export transaction data to my accounting software so that I can streamline financial processes.	Enable export functionality for transaction data.	Dev	To Do	16
US013	As a user, I want my payment data to be encrypted so that it is protected from breaches.	Implement end-to-end encryption for payment data.	Dev	Completed	16
US014	As an airline client, I want the payment gateway to be PCI-DSS compliant so that I can ensure	Ensure PCI-DSS compliance for the payment gateway.	Dev	In Progress	26

	security standards are met.				
US015	As a user, I want to enable two-factor authentication (2FA) so that my account is more secure.	Add 2FA functionality for user accounts.	Dev	To Do	16
US016	As an airline client, I want to block fraudulent transactions so that I can reduce chargebacks.	Implement fraud detection and blocking mechanisms.	Dev	To Do	26
US017	As an airline client, I want to log in to a secure portal so that I can access transaction data and reports.	Develop a secure client portal for transaction access.	Dev	In Progress	16
US018	As an airline client, I want to view a list of all transactions so that I can monitor payment activity.	Create a transaction list view in the client portal.	Dev	In Progress	10
US019	As an airline client, I want to search for specific transactions by booking ID so that I can quickly find details.	Add a search feature for transactions by booking ID.	Dev	In Progress	10
US020	As a user, I want to receive my e-ticket immediately after payment so that I can access my booking details.	Automate e-ticket delivery post-payment.	Dev	Completed	10
US021	As a user, I want to cancel my booking and get a refund so that I can manage my plans.	Implement a cancellation and refund process.	Dev	In Progress	16
US022	As an airline client, I want the payment gateway to route transactions to the best payment processor so that I can reduce costs.	Set up dynamic payment processor routing.	Dev	On-Hold	26
US023	As an airline client, I want to set rules for payment routing based on transaction amount so that I can optimize processing fees.	Add rules-based payment routing configuration.	Dev	Completed	16

US024	As an airline client, I want to monitor payment processor performance so that I can switch providers if needed.	Build a payment processor performance monitoring tool.	Dev	To Do	26
US025	As a user, I want my payment to be retried automatically if it fails so that I don't lose my booking.	Implement automatic payment retry logic.	Dev	On-Hold	10
US026	As an airline client, I want to A/B test payment processors so that I can choose the best one.	Enable A/B testing for payment processors.	QA	To Do	16
US027	As the organization, I want to charge a transaction fee so that I can generate revenue.	Add transaction fee functionality.	Dev	Completed	10
US028	As the organization, I want to offer premium features (e.g., faster processing) for an additional fee so that I can increase revenue.	Develop premium feature options with additional fees.	Dev	To Do	16
US029	As the organization, I want to provide subscription plans for airline clients so that I can ensure recurring revenue.	Create subscription plans for airline clients.	Dev	Completed	26
US030	As the organization, I want to offer discounts for high-volume airline clients so that I can attract more business.	Implement discount options for high-volume clients.	Dev	To Do	16
US031	As the organization, I want to track revenue from each airline client so that I can measure profitability.	Build a revenue tracking system per client.	Dev	To Do	16
US032	As a user, I want to contact customer support during the payment process so that I can resolve issues quickly.	Add a customer support contact option on the payment page.	Dev	In Progress	10

US033	As a user, I want to see a FAQ section on the payment page so that I can find answers to common questions.	Include a FAQ section on the payment page.	Dev	In Progress	6
US034	As a user, I want to provide feedback on the payment process so that I can share my experience.	Add a feedback form on the payment page.	Dev	To Do	10
US035	As an airline client, I want to access 24/7 technical support so that I can resolve issues at any time.	Set up 24/7 technical support for clients.	Dev	Completed	16
US036	As a user, I want to rate my payment experience so that the airline can improve its service.	Add a payment experience rating feature.	Dev	To Do	10
US037	As an airline client, I want to filter transactions by status (e.g., successful, failed, pending) so that I can focus on specific issues.	Add status filters to the transaction list.	Dev	To Do	10

Product burndown

A Product Burndown Chart tracks the remaining work in the product backlog over time, helping teams visualize progress toward completing the project.

Product Burndown Chart for Payment Orchestration Platform

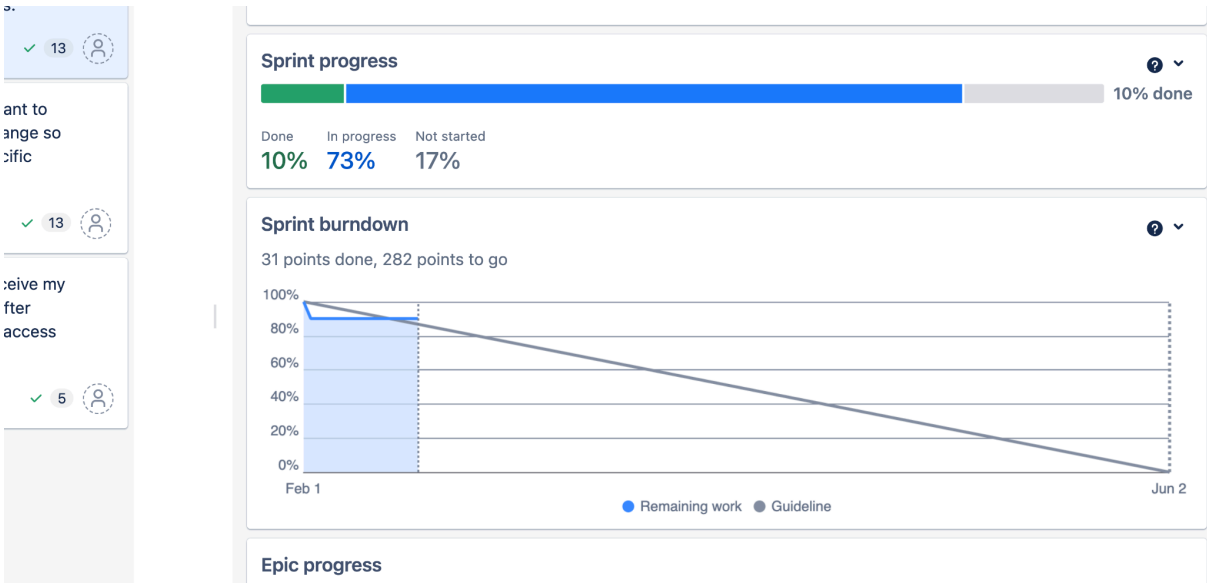
- X-Axis: Sprints (e.g., Sprint 1, Sprint 2, Sprint 3, etc.)
- Y-Axis: Remaining Story Points or Tasks
- Initial Scope: Total estimated story points at the start
- Ideal Burndown Line: A straight line showing expected progress
- Actual Burndown Line: Shows the real progress per sprint

Sprint burndown

A Sprint Burndown Chart visually represents work completed versus work remaining in a sprint. It helps Agile teams track progress and predict whether they'll complete all planned tasks before the sprint ends.

Key Elements of a Sprint Burndown Chart:

- 1. X-Axis (Time): Represents the sprint duration (e.g., days in a 2-week sprint).
- 2. Y-Axis (Work Remaining): Measures the amount of work left (story points, hours, or task count).
- 3. Ideal Burndown Line: A straight line showing the perfect work completion pace.
- 4. Actual Burndown Line: A fluctuating line representing real progress.



Document 6: Sprint meetings

Meeting Type 1: Sprint Planning meeting

Date	31/01/2025
Time	14:00
Location	Pune Idia Office
Prepared By	Nishchal scrum master
Attendees	Scrum team

Agenda Topics

Topic	Presenter	Time Allotted
Overview of Sprint Goals	Scrum Master	15 mins
Review of Product Backlog Items	Product Owner	20 mins

Task Breakdown & Assignments	Dev Team	30 mins
Risk & Dependency Discussion	All	15 mins
Q&A & Closing Remarks	Scrum Master	10 mins

Other Information:

The team will discuss dependencies, potential roadblocks, and any backlog refinement needed for future sprints.

Observers	Stakeholders from finance, compliance, and operations teams.
Resources	ira backlog, Confluence documentation, CI/CD pipeline reports, and payment provider API documentation.
Special Notes	Ensure alignment with business objectives and regulatory requirements before finalizing sprint commitments.

Meeting Type 2: Sprint review meeting

Date	31/01/2025
Time	14:00
Location	Pune Idia Office
Prepared By	Nishchal scrum master
Attendees	Scrum team

Sprint Status	Overview of completed and pending tasks.
Things to Demo	Showcase completed features and functionalities (Paypal and reporting module)
Quick Updates	Discuss challenges faced, feedback from stakeholders, and resolved issues (Infra needs to be ready, get test data from providers and API documentation)
What's Next	Outline action items for the next sprint, backlog refinement, and potential improvement

Meeting Type 3: Sprint retrospective meeting

Date	31/01/2025
Time	14:00
Location	Pune Idia Office
Prepared By	Nishchal scrum master
Attendees	Scrum team

Sprint Retrospective Agenda

What Went Well:	Discuss successful aspects of the sprint. (team collaboration, clear and on-time user stories,)
What Didn't Go Well	Identify areas for improvement and obstacles encountered. (No timely response from providers)
Questions	Address team concerns, process improvements, and collaboration challenges. (Triage call to be scheduled in every week)
Reference	Review sprint metrics, velocity charts, and feedback documentation.

Meeting Type 4: Daily Stand-up meeting

Question	Name/Role	Week "X" (from dd-mm-yyyy to dd-mm-yyyy)				
		Monday	Tuesday	Wednesda	Thursday	Friday

				y		
What did you do yesterday?	Developer 1	call with stakeholders	Work on Paypal	Work on paypal api	create the db	verified the db scema with architecture
	Developer 2	create ui mockups	Work on UI	work on payment ui	walkthrough with ba	will have call with stakeholders for ui approval
	Developer 3	understand requirement for paypal	Work on AID	document the api	created status codes	documented status code
What will you do today?	Developer 1	Work on Paypal	Work on paypal api	create the db	verified the db scema with architectre	write unit cases
	Developer 2	Work on UI	work on payment ui	walthorough with ba	will have call with stakeholders for ui approval	api documentati on
	Developer 3	Work on AID	document the api	created status codes	documente d status code	Validated status codes
What (if any) is blocking your progress?	Developer 1	no response from paypal	Infra team has to provide access	mockus are not clear	No	postman not working
	Developer 2	db scema is not ready	system not ready	status codes approval not received	No	No
	Developer 3	licence required for software	No	No	Jira access required	No