**AGILE DOCUMENTS**

**Document 1: Definition of Done**

The Agile **definition of done** is a collection of criteria that must be completed for a project to be considered as “done.” **It is essentially a checklist used by Scrum teams to create a shared understanding of what is required to make a product releasable.**

To fully understand the definition of done in the context of Scrum, we must first outline **two of the key elements in Agile project management:**

**Product backlog item:** This is a specific improvement that is made to a product. Items can include bug fixes, user stories, and specifications.

**Product increment:** This is what is produced at the end of a short development period or sprint. It combines all the product backlog items completed during this sprint.

In specific terms, **the Scrum definition of done is a list of conditions that must be met to successfully mark a product increment as complete.**

Definition of done**: Agile example**

In Agile project management, the definition of done is often employed when Scrum teams are creating a software product. Take the **launch of a new mobile app as an example**. Here, the definition of done in Agile could incorporate the following deliverables:

* Code has been written
* Code has been reviewed
* Build has been deployed for testing on mobile devices
* Tests have passed
* Google has approved the app for accessibility
* **Document 2- Product Vision**

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| Scrum Project Name: | Lead Management System  |  |  |
| Venue: | Pune |  |  |
| Date: | Start time:20/03/2025 | End time:20/9/2025 | Duration: 6 Months  |
| Client: | Macrotech Developers Ltd.(LODHA) |  |  |
| **Stakeholder list:** |  |
| 1 | Mr. LODHA | Owner-Sponsor |
| 2 | Mr. Anant | Finance Head |
| 3 | Mr. Tikam | CEO |
| 4 | Mr. Jaiswal | Site Head |
| 5 | Ms. Payal | Lodha Closing Head |
| 6 | Mr. Kishore | Sourcing Head |
| 7 | Mr. Vikas | Site MIS Team |
| 8 | Mr. Sudhanshu | Marketing Head |
| Scrum Team |
|  | Mr. Vaibhav | Scrum Master |  |
|  | SHIVAM | Product owner |  |
| Scrum Developer 1: | Mrs. Jaya | Sr. Java Developer |  |
| Scrum Developer 2: | Mr. Prashant | Jr. Java Developer |  |
| Scrum Developer 3: | Mr. Vibhor | Jr. Java Develpper |  |
| Scrum Developer 4: | Mr. Tutu | UI/UX designer |  |
| Scrum Developer 5: | Mr. Rakshit | Sr. NW. Admin |  |
| Scrum Developer 6 | Mr. Rohit | Sr. DB. Admin |  |
| Scrum Developer 7 | Mr. Vikas | Sr.Tester |  |
| Scrum Developer 8 | Mrs. Rohini | Jr.Tester |  |

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| **Vision:** The purpose of the **Lead Management System (LMS)** is to automate streamline, organize, and optimize the process of capturing, tracking, and converting leads with user friendly interface in the real estate industry. |
| **Target group**Real Estate Industry /Company**Customer/Users-**All sales team members of LODHA involved in interaction with lead.Management of LODHA involved in tracking performance and reports. | **Needs****What problem does the product solve?****1)**LMS solves lead capturing and tracking problem which resulted in delay in follow-ups and missed opportunities.**2)**LMS will provide automation and mitigate manual handling of leads, leading to delays and inconsistencies.**3)**LMS will provide clear visibility of lead progress, and increase efficiency of management to measure performance and track reports.**4)** Duplicate leads and poor lead qualification will be solved by LMS which will increase efficiency of sales team and increase lead conversion.**5)**LMS will automate the communication process as well so that there is timely follow-up and no delay in communication.  | **Product****What product is it?**End to end Lead Management System integrated with existing CRM**What makes it desirable and special?**All the manual work from lead capturing to lead management will be automated. **Is it feasible to develop the product?**Yes, it is  | **Value****How is the product going to benefit the company?**It will increase the sales and eventually revenue as all the processes will be automated and manual tracking of leads will be resolved. It will also help management to track the performance.**What are the business goals?**Purpose of this project is to provide an effective Lead Management System to the company so all the process from capturing lead to tracking leads can be automated which can increase sales.**What is the business model?**The Lead Management System aims to increase sales revenue and is developed using an Agile methodology with the SCRUM framework which providing automation for the lead capturing, tracking and management that severs as an opportunity for real estate industry. |

**Document 3: User stories**

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| **User Story no.**  | 1 | **Task:**  | 2 | **Priority:**  | Highest |
| AS A SALES MANAGER |
| I WANT TO CAPTURE CUSTOMER DETAILS AND REQUIREMENT |
| SO THAT EVERY CUSTOMER IS REGISTERED |
| **BV:**  | 1000$ | **CP:**  | 5 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| CUSTOMER DETAILS REGISTRATION SCREEN |
| ENTER CUSTOMER DETAILS |
| SELECT DATE IN DD/MM/YY FORMAT |
| CAPTURE TIME OF ENTRY |
| CLICK ON SUBMIT BUTTON |
|  |  |  |  |  |  |
| **User Story no.**  | 2 | **Task:**  | 1 | **Priority:**  | Highest |
| AS A SALES MANAGER |
| I WANT TO VIEW NEWLY ASSIGNED LEAD |
| SO THAT I CAN CHECK DETAILS OF CUSTOMER AND HIS REQUIREMENT |
| **BV:**  | 500$ | **CP:**  | 5 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| VIEW NEW ASSIGNED LEAD LIST |
| CHECK CAPTURED CUSTOMER DETAILS AND REQUIREMENT |
| CLICK ON VIEW LEADS |
| SHOW SCREEN AS NEW CUSTOMER ALLOCATED |
|  |  |  |  |  |  |
| **User Story no.**  | 3 | **Task:**  | 1 | **Priority:**  | Highest |
| AS A CLOSING HEAD |
| I WANT TO VIEW ALL PENDING LEADS ASSIGHNED TO SALES MANAGERS |
| SO THAT I CAN CHECK REALLOT THEM TO SALES MANAGER |
| **BV:**  | 500$ | **CP:**  | 5 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| VIEW PENDING LEADS |
| OPTION TO REALLOT TO SALES MANAGER |
|  |  |  |  |  |  |
| **User Story no.**  | 4 | **Task:**  | 1 | **Priority:**  | Highest |
| AS A CLOSING HEAD |
| I WANT TO VIEW THE STATUS OF THE LEADS ASSIGNED TO SALES MANAGER |
| SO THAT I CAN GET THE PROSPECTS AND WORKABLE LEADS CLOSING MANAGER HAVE |
| **BV:**  | 500$ | **CP:**  | 3 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| VIEW STATUS OF LEADS |
| CHECK REMARKS |
| CHECK FOR ANY PENDING FOLLOW-UP |
| OPTION TO GIVE NOTIFICATION IF SOME PENDENCY IS OBESERVED |
|  |  |  |  |  |  |
| **User Story no.**  | 5 | **Task:**  | 1 | **Priority:**  | Highest |
| AS A SALES MANAGER |
| I WANT TO SEND COMMUNICATION TO THE LEAD ASSIGNED  |
| SO THAT I CAN UPDATE REMARK AND CURRENT STATUS OF LEAD |
| **BV:**  | 500 | **CP:**  | 5 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| VIEW LIST OF CUSTOMERS ALLOCATED/HANDLED |
| CLICK ON CALL/SEND COMMUNICATION  |
| OPTION TO UPDATE STATUS AND REMARK |
|  |  |  |  |  |  |
| **User Story no.**  | 6 | **Task:**  | 1 | **Priority:**  | HIGH |
| AS A CLOSING HEAD |
| I WANT TO VIEW REVENUE GENERATED BY CLOSING MANAGER |
| SO THAT I CHECK IF ALL THE CLOSING MANAGERS ARE HANDING LEADS AND DRIVING CLOSURES  |
| **BV:**  | 500$ | **CP:**  | 8 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| CLICK ON REPORTS |
| SELECT REVENUE GENERATED  |
| OPTION TO VIEW LEADS CLOSED |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **User Story no.**  | 7 | **Task:**  | 1 | **Priority:**  | HIGH |
| AS A SITE HEAD |
| I WANT TO VIEW SOURCE OF LEAD GENERATED |
| SO THAT I CHECK IF ALL THE SOURCING TOOLS ARE WORKING AND LEADS ARE GETTING QULIFIED INTO WALK-INS |
| **BV:**  | 500$ | **CP:**  | 8 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| CLICK ON FILTER BY SOURCE |
| SELECT SOURCE |
| OPTION TO DOWNLOAD THE REPORT |

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| **User Story no.**  | 8 | **Task:**  | 1 | **Priority:**  | HIGH |
| **AS A MARKETING HEAD** |
| **I WANT TO TRACK THE PERFORMANCE OF EACH LEAD SOURCE** |
| SO THAT I CAN ALLOCATE BUDGET EFFECTIVELY |
| **BV:**  | 800$ | **CP:**  | 8 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| VIEW LEAD SOURCE PERFORMANCE |
| OPTION TO FILTER BY DATE RANGE |
| OPTION TO EXPORT REPORT |
|  |  |  |  |  |  |
| **User Story no.**  | 9 | **Task:**  | 1 | **Priority:**  | Highest |
| AS A FINANCE HEAD |
| I WANT TO GENERATE REVENUE REPORTS |
| SO THAT I CAN ANALYZE SALES PERFORMANCE |
| **BV:**  | 1000$ | **CP:**  | 13 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| SELECT REPORT TYPE |
| FILTER BY DATE RANGE |
| EXPORT REPORT AS PDF/EXCEL |
|  |  |  |  |  |  |
| **User Story no.**  | 10 | **Task:**  | 1 | **Priority:**  | MEDIUM |
| AS A SALES MANAGER |
| I WANT TO RECEIVE NOTIFICATIONS FOR PENDING FOLLOW-UPS |
| SO THAT I CAN ENSURE TIMELY INTERACTION WITH LEADS |
| **BV:**  | 700$ | **CP:**  | 8 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| AUTO-NOTIFICATION FOR PENDING FOLLOW-UPS |
| REMINDERS VIA EMAIL/SMS |
| OPTION TO MARK FOLLOW-UP AS COMPLETED |
|  |  |  |  |  |  |
| **User Story no.**  | 11 | **Task:**  | 1 | **Priority:**  | Highest |
| AS A SITE HEAD |
| I WANT TO VIEW SOURCE OF LEAD GENERATED |
| SO THAT I CHECK IF ALL THE SOURCING TOOLS ARE WORKING AND LEADS ARE GETTING QULIFIED INTO WALK-INS |
| **BV:**  | 500 | **CP:**  | 5 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| CLICK ON FILTER BY SOURCE |
| SELECT SOURCE |
| OPTION TO DOWNLOAD THE REPORT |
|  |  |  |  |  |  |
| **User Story no.**  | 12 | **Task:**  | 1 | **Priority:**  | High |
| **AS A** SALES HEAD |
| **I WANT TO** ASSIGN LEADS TO SALES MANAGERS AUTOMATICALLY |
| **SO THAT** LEADS CAN BE DISTRIBUTED EVENLY |
| **BV:**  | 900$ | **CP:**  | 8 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| AUTO-ASSIGN LEADS BASED ON RULES |
| NOTIFY SALES MANAGER |
| OPTION TO MANUALLY REASSIGN LEAD |
|  |  |  |  |  |  |
| **User Story no.**  | 13 | **Task:**  | 1 | **Priority:**  | High |
| **AS A** CLOSING HEAD |
| **I WANT TO** TRACK LEAD CONVERSION RATE |
| **SO THAT** I CAN OPTIMIZE SALES STRATEGY |
| **BV:**  | 800$ | **CP:**  | 8 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| CLICK ON FILTER BY SOURCE |
| SELECT SOURCE |
| OPTION TO DOWNLOAD THE REPORT |
|  |  |  |  |  |  |
| **User Story no.**  | 14 | **Task:**  | 1 | **Priority:**  | Medium |
| **AS A** SALES MANAGER |
| **I WANT TO** SET FOLLOW-UP REMINDERS |
| **SO THAT** I CAN MAINTAIN REGULAR CUSTOMER CONTACT |
| **BV:**  | 700$ | **CP:**  | 5 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| ADD FOLLOW-UP REMINDER |
| OPTION TO SET DATE & TIME |
| RECEIVE REMINDER NOTIFICATION |
|  |  |  |  |  |  |
| **User Story no.**  | 15 | **Task:**  | 1 | **Priority:**  | Medium |
| **AS A** SALES EXECUTIVE |
| **I WANT TO** LOG CUSTOMER INTERACTIONS |
| **SO THAT** I CAN KEEP A RECORD OF CONVERSATIONS |
| **BV:**  | 600$ | **CP:**  | 5 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| ADD NOTES FOR EACH CUSTOMER INTERACTION |
| ATTACH DOCUMENTS IF REQUIRED |
| VIEW PREVIOUS INTERACTIONS |
|  |  |  |  |  |  |
| **User Story no.**  | 16 | **Task:**  | 1 | **Priority:**  | LOW |
| AS A SITE HEAD |
| **I WANT TO** VIEW REAL-TIME SALES DASHBOARD |
| **SO THAT** I CAN MONITOR PERFORMANCE QUICKLY |
| **BV:**  | 500$ | **CP:**  | 13 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| CLICK ON FILTER BY SOURCE |
| SELECT SOURCE |
| OPTION TO DOWNLOAD THE REPORT |
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| **User Story no.**  | 17 | **Task:**  | 1 | **Priority:**  | High |
| AS A SALES MANAGER |
| I WANT TO VIEW DETAILED SALES ANALYSIS BY REGION |
| SO THAT I CAN IDENTIFY TOP-PERFORMING AREAS |
| **BV:**  | 1000$ | **CP:**  | 13 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| Click on “Region” filter |
| Select a region |
| Option to view trend graphs for the region |
|  |  |  |  |  |  |
| **User Story no.**  | 18 | **Task:**  | 1 | **Priority:**  | Medium |
| AS A PRODUCT MANAGER |
| I WANT TO VIEW SOURCE OF LEAD GENERATED |
| SO THAT I CHECK IF ALL THE SOURCING TOOLS ARE WORKING AND LEADS ARE GETTING QULIFIED INTO WALK-INS |
| **BV:**  | 800$ | **CP:**  | 8 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| Click on “Category” filter |
| splay sales data by category |
| Option to compare against previous periods |
|  |  |  |  |  |  |
| **User Story no.**  | 19 | **Task:**  | 1 | **Priority:**  | LOW |
| AS A MARKETING LEAD |
| I WANT TO TRACK SALES CONVERSIONS FROM CAMPAIGNS |
| SO THAT I CAN EVALUATE THE SUCCESS OF CAMPAIGNS |
| **BV:**  | 700$ | **CP:**  | 8 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| CLICK ON FILTER BY SOURCE |
| SELECT SOURCE |
| OPTION TO DOWNLOAD THE REPORT |

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| **User Story no.**  | 20 | **Task:**  | 1 | **Priority:**  | Highest |
| AS A CUSTOMER SUPPORT LEAD |
| I WANT TO TRACK CUSTOMER FEEDBACK IN REAL TIME |
| SO THAT I CAN ADDRESS ISSUES IMMEDIATELY |
| **BV:**  | 1000 | **CP:**  | 13 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| CLICK ON FILTER BY SOURCE |
| SELECT SOURCE |
| OPTION TO DOWNLOAD THE REPORT |
|  |  |  |  |  |  |
| **User Story no.**  | 21 | **Task:**  | 1 | **Priority:**  | MED |
| **AS A FINANCE HEAD** |
| I WANT TO VIEW REVENUE PERFORMANCE OVER TIME |
| SO THAT I CAN EVALUATE THE COMPANY'S FINANCIAL PROGRESS |
| **BV:**  | 1000$ | **CP:**  | 8 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| Click on “Revenue” filter |
| Display revenue trend over selected time period (e.g., weekly, monthly, quarterly) |
| Option to compare with budgeted revenue |
|  |  |  |  |  |  |
| **User Story no.**  | 22 | **Task:**  | 1 | **Priority:**  | Highest |
| AS A PROJECT HEAD |
| I WANT TO SEE CUSTOMER RETENTION RATES |
| SO THAT I CAN IDENTIFY TRENDS AND IMPROVE CUSTOMER LOYALTY |
| **BV:**  | 900$ | **CP:**  | 13 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| View customer retention statistics on the dashboard |
| Filter by customer segment or region |
| Option to download retention data for analysis |
|  |  |  |  |  |  |
| **User Story no.**  | 23 | **Task:**  | 1 | **Priority:**  | MED |
| AS A SALES MANAGER |
| I WANT TO RECEIVE DAILY SALES TARGETS AND PERFORMANCE UPDATES |
| SO THAT I CAN STAY ALIGNED WITH TEAM GOALS |
| **BV:**  | 800$ | **CP:**  | 8 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| Receive daily sales targets on dashboard |
| View performance update relative to target |
| Notifications when the target is reached |

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| **User Story no.**  | 24 | **Task:**  | 1 | **Priority:**  | Highest |
| AS A MIS MANAGER |
| I WANT TO MONITOR INVENTORY LEVELS IN REAL TIME |
| SO THAT I CAN AVOID STOCKOUTS AND OVERSTOCKING |
| **BV:**  | 1000 | **CP:**  | 13 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| Display current inventory levels by product |
| Alerts for low stock or overstocked items |
| Option to filter by location or product category |
|  |  |  |  |  |  |
| **User Story no.**  | 25 | **Task:**  | 1 | **Priority:**  | LOW |
| AS A FINANCE MANAGER |
| I WANT TO SEE EXPENSE TRENDS BY DEPARTMENT |
| SO THAT I CAN EVALUATE AND OPTIMIZE BUDGET ALLOCATION |
| **BV:**  | 1000$ | **CP:**  | 13 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| CLICK ON FILTER BY SOURCE |
| SELECT SOURCE |
| OPTION TO DOWNLOAD THE REPORT |
|  |  |  |  |  |  |
| **User Story no.**  | 26 | **Task:**  | 1 | **Priority:**  | High |
| AS A CEO |
| I WANT TO SEE A HIGH-LEVEL SUMMARY OF THE COMPANY'S PERFORMANCE |
| SO THAT I CAN MAKE INFORMED DECISIONS QUICKLY |
| **BV:**  | 500$ | **CP:**  | 8 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| Display a summary of key metrics (sales, revenue, profit margin, etc.) |
| Option to filter by date range (weekly, monthly, quarterly) |
| Drill down option to view more detailed data if needed |
|  |  |  |  |  |  |
| **User Story no.**  | 27 | **Task:**  | 1 | **Priority:**  | MED |
| AS A PROJECT HEAD |
| I WANT TO TRACK PRODUCT SALES PERFORMANCE AGAINST FORECASTS |
| SO THAT I CAN ADJUST INVENTORY AND MARKETING STRATEGIES |
| **BV:**  | 900 | **CP:**  | 13 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| Display product sales vs. forecasted sales |
| Highlight products that are underperforming or exceeding forecasts |
| Option to view trend graphs for forecast comparison |
|  |  |  |  |  |  |
| **User Story no.**  | 28 | **Task:**  | 1 | **Priority:**  | LOW |
| AS A PROJECT HEAD |
| I WANT TO SEE THE PROGRESS OF EMPLOYEE TRAINING COMPLETION |
| SO THAT I CAN ENSURE ALL EMPLOYEES ARE COMPLIANT WITH REQUIRED TRAININGS |
| **BV:**  | 700$ | **CP:**  | 8 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| View training completion status by employee |
| Filter by department or training program |
| Option to download employee progress reports |
|  |  |  |  |  |  |
| **User Story no.**  | 29 | **Task:**  | 1 | **Priority:**  | MED |
| AS A PROJECT HEAD |
| I WANT TO MONITOR SUPPLY CHAIN PERFORMANCE AND DELIVERY TIMES |
| SO THAT I CAN IMPROVE EFFICIENCY AND REDUCE DELAYS IN CONSTRUCTION |
| **BV:**  | 500 | **CP:**  | 8 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| Display delivery times and performance metrics for suppliers |
| Filter by product, supplier, or delivery region |
| Option to receive alerts for delayed shipments |
|  |  |  |  |  |  |
| **User Story no.**  | 30 | **Task:**  | 1 | **Priority:**  | High |
| AS A SSALES MANAGER |
| I WANT TO SEE CUSTOMER COMPLAINTS AND ISSUES IN REAL TIME |
| SO THAT I CAN RESPOND PROMPTLY AND IMPROVE CUSTOMER SATISFACTION |
| **BV:**  | 500$ | **CP:**  | 5 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| View customer complaints section on the dashboard |
| Filter complaints by severity and category |
| Option to download complaint data for follow-up actions |
|  |  |  |  |  |  |
| **User Story no.**  | 31 | **Task:**  | 1 | **Priority:**  | MED |
| AS A TEAM LEADER |
| I WANT TO VIEW MY TEAM’S DAILY PERFORMANCE AGAINST TARGETS |
| SO THAT I CAN PROVIDE TIMELY FEEDBACK AND MOTIVATE THE TEAM |
| **BV:**  | 500$ | **CP:**  | 5 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| Display team performance against daily goals |
| Highlight any discrepancies in target vs. achievement |
| Option to compare sales across channels for strategic decisions |
|  |  |  |  |  |  |
| **User Story no.**  | 32 | **Task:**  | 1 | **Priority:**  | Highest |
| AS A SOURCING HEAD |
| I WANT TO SEE SALES PERFORMANCE BY SALES CHANNEL |
| SO THAT I CAN OPTIMIZE OUR SALES STRATEGY ACROSS CHANNELS |
| **BV:**  | 500 | **CP:**  | 5 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| View sales performance by different sales channels |
| Filter by time period or product type |
| Option to compare sales across channels for strategic decisions |
|  |  |  |  |  |  |
| **User Story no.**  | 33 | **Task:**  | 1 | **Priority:**  | MED |
| AS A LODHA CLOSING HEAD |
| I WANT TO TRACK THE STATUS OF CLOSURE ACTIVITIES |
| SO THAT I CAN ENSURE THAT CLOSURES ARE COMPLETED ON TIME AND WITHOUT ISSUES |
| **BV:**  | 500$ | **CP:**  | 5 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| View closure activity progress on the dashboard |
| Filter by project or team handling the closure |
| Option to receive notifications when there is a delay or issue |
|  |  |  |  |  |  |
| **User Story no.**  | 34 | **Task:**  | 1 | **Priority:**  | High |
| AS A SITE MIS TEAM MEMBER |
| I WANT TO SEE A DETAILED REPORT ON SITE OPERATIONS PERFORMANCE |
| SO THAT I CAN PROVIDE ACCURATE AND TIMELY REPORTS TO STAKEHOLDERS |
| **BV:**  | 800 | **CP:**  | 5 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| Display site operations data with the ability to filter by date, product line, or production metrics |
| Option to export reports to EXCEL |
| Ability to compare current performance to historical data |
|  |  |  |  |  |  |
| **User Story no.**  | 35 | **Task:**  | 1 | **Priority:**  | High |
| AS A FINANCE HEAD |
| I WANT TO TRACK CASH FLOW AND LIQUIDITY IN REAL TIME |
| SO THAT I CAN MAKE INFORMED DECISIONS AND PLAN FOR FUTURE INVESTMENTS |
| **BV:**  | 1000$ | **CP:**  | 13 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| Display real-time cash flow and liquidity metrics |
| Filter by accounts or categories |
| Option to receive alerts for low liquidity or cash flow discrepancies |
|  |  |  |  |  |  |
| **User Story no.**  | 36 | **Task:**  | 1 | **Priority:**  | High |
| AS A CEO |
| I WANT TO SEE THE PERFORMANCE OF THE COMPANY AGAINST STRATEGIC GOALS |
| SO THAT I CAN EVALUATE PROGRESS AND MAKE NECESSARY ADJUSTMENTS |
| **BV:**  | 1000 | **CP:**  | 8 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| Display progress against key strategic goals (e.g., market share, profitability, growth targets) |
| Option to filter by business unit or region |
| Drill-down capability to view performance in detail for each goal |
|  |  |  |  |  |  |
| **User Story no.**  | 37 | **Task:**  | 1 | **Priority:**  | Highest |
| AS A SITE HEAD |
| I WANT TO VIEW SOURCE OF LEAD GENERATED |
| SO THAT I CHECK IF ALL THE SOURCING TOOLS ARE WORKING AND LEADS ARE GETTING QULIFIED INTO WALK-INS |
| **BV:**  | 500 | **CP:**  | 5 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| CLICK ON FILTER BY SOURCE |
| SELECT SOURCE |
| OPTION TO DOWNLOAD THE REPORT |
|  |  |  |  |  |  |
| **User Story no.**  | 38 | **Task:**  | 1 | **Priority:**  | High |
| AS A LODHA CLOSING HEAD |
| I WANT TO ANALYZE SUPPLY CHAIN COSTS AND OPTIMIZE PROCUREMENT |
| SO THAT I CAN REDUCE COSTS AND IMPROVE MARGIN |
| **BV:**  | 500$ | **CP:**  | 5 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| Display supply chain cost breakdown by category |
| Option to filter by supplier, product, or region |
| Ability to generate cost-saving recommendations based on historical data |
|  |  |  |  |  |  |
| **User Story no.**  | 39 | **Task:**  | 1 | **Priority:**  | High |
| AS A SITE HEAD |
| I WANT TO TRACK SITE SAFETY METRICS |
| SO THAT I CAN ENSURE A SAFE WORK ENVIRONMENT AND COMPLY WITH REGULATIONS |
| **BV:**  | 500 | **CP:**  | 5 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| Display safety incident reports and metrics |
| Filter by time period, type of incident, or location |
| Option to set safety targets and track progress toward achieving them |
|  |  |  |  |  |  |
| **User Story no.**  | 40 | **Task:**  | 1 | **Priority:**  | Highest |
| AS A MARKETING HEAD |
| I WANT TO TRACK CUSTOMER ENGAGEMENT WITH MARKETING CONTENT |
| SO THAT I CAN TAILOR CAMPAIGNS AND IMPROVE CUSTOMER INTERACTIONS |
| **BV:**  | 500 | **CP:**  | 5 |
| **ACCEPTANCE CRITERIA** |   |   |   |   |   |
| Display metrics on customer engagement |
| Filter by content type |
| Option to view engagement trends over time and identify top-performing content |

**Document 4: Agile PO Experience**

 **Responsibilities of PO in a project**

The product owner decides what needs to be in the project and will be responsible for how the product has to be. He will regularly interact with the customers and BA’s. this role can be played by BA or any person who worked for end users for a long time the or customer himself.

The product owner decides what needs to in the product and responsible the for entire progress of the project and reviews all stakeholders at end of each sprint

**Responsibilities:**

* Managing and prioritizing the product backlog. ...
* Translating product managers' strategies to tasks for development. ...
* Learning the market and customers' needs. ...
* Serving as a liaison between product and development. ...
* Staying accessible to development to answer questions.

**Meetings:**

* **Sprint Planning Meeting** – This meeting happens at the beginning each sprint

 Deliverables – The team decides on what they will be delivering in the sprint

* **Daily Scrum Meeting** – This happens each day where team will just answer 3 questions

 **What did u do today?**

 **What will u do tomorrow?**

 **Are there any impediments that is slowing or stopping u?**

* **Sprint Review Meeting** – This happens at the end of each sprint where team will demo completed stories to product owner and get it cleared
* **Sprint Retrospective Meeting** - At the end of the sprint where team will answer 3 questions

 **What went well in the sprint?**

 **What did not go well?**

 **What are the improvement areas for next sprint**?

**Product Back Log:**

A product backlog is a prioritized list of work for the development team that is derived from the roadmap and its requirements. The most important items are shown at the top of the product backlog so the team knows what to deliver first. The development team doesn't work through the backlog at the product owner's pace and the product owner isn't pushing work to the development team. Instead, the development team pulls work from the product backlog.

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

**Product Back Log:**

A product backlog is a prioritized list of work for the development team that is derived from the roadmap and its requirements. The most important items are shown at the top of the product backlog so the team knows what to deliver first. The development team doesn't work through the backlog at the product owner's pace and the product owner isn't pushing work to the development team. Instead, the development team pulls work from the product backlog as there is capacity for it.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **User Story ID** | **User Story** | **Task** | **Priority** | **CP** | **BV** | **Sprint** |
| 1 | AS A SALES MANAGER, I WANT TO CAPTURE CUSTOMER DETAILS AND REQUIREMENT SO THAT EVERY CUSTOMER IS REGISTERED | 1 | Highest | 5 | 1000$ | Sprint 1 |
| 2 | AS A SALES MANAGER, I WANT TO VIEW NEWLY ASSIGNED LEAD SO THAT I CAN CHECK DETAILS OF CUSTOMER AND HIS REQUIREMENT | 1 | Highest | 5 | 500$ | Sprint 1 |
| 3 | AS A CLOSING HEAD, I WANT TO VIEW ALL PENDING LEADS ASSIGNED TO SALES MANAGERS SO THAT I CAN CHECK REALLOT THEM TO SALES MANAGER | 1 | Highest | 5 | 500$ | Sprint 1 |
| 4 | AS A CLOSING HEAD, I WANT TO VIEW THE STATUS OF THE LEADS ASSIGNED TO SALES MANAGER SO THAT I CAN GET THE PROSPECTS AND WORKABLE LEADS CLOSING MANAGER HAVE | 1 | Highest | 3 | 500$ | Sprint 1 |
| 5 | AS A SALES MANAGER, I WANT TO SEND COMMUNICATION TO THE LEAD ASSIGNED SO THAT I CAN UPDATE REMARK AND CURRENT STATUS OF LEAD | 1 | Highest | 5 | 500$ | Sprint 1 |
| 6 | AS A CLOSING HEAD, I WANT TO VIEW REVENUE GENERATED BY CLOSING MANAGER SO THAT I CHECK IF ALL THE CLOSING MANAGERS ARE HANDLING LEADS AND DRIVING CLOSURES | 1 | High | 8 | 500$ | Sprint 1 |
| 7 | AS A SITE HEAD, I WANT TO VIEW SOURCE OF LEAD GENERATED SO THAT I CHECK IF ALL THE SOURCING TOOLS ARE WORKING AND LEADS ARE GETTING QUALIFIED INTO WALK-INS | 1 | High | 8 | 500$ | Sprint 1 |
| 8 | AS A MARKETING HEAD, I WANT TO TRACK THE PERFORMANCE OF EACH LEAD SOURCE SO THAT I CAN ALLOCATE BUDGET EFFECTIVELY | 1 | High | 8 | 800$ | Sprint 1 |
| 9 | AS A FINANCE HEAD, I WANT TO GENERATE REVENUE REPORTS SO THAT I CAN ANALYZE SALES PERFORMANCE | 1 | Highest | 13 | 1000$ | Sprint 2 |
| 10 | AS A SALES MANAGER, I WANT TO RECEIVE NOTIFICATIONS FOR PENDING FOLLOW-UPS SO THAT I CAN ENSURE TIMELY INTERACTION WITH LEADS | 1 | High | 8 | 700$ | Sprint 2 |
| 11 | AS A SITE HEAD, I WANT TO VIEW SOURCE OF LEAD GENERATED SO THAT I CHECK IF ALL THE SOURCING TOOLS ARE WORKING AND LEADS ARE GETTING QUALIFIED INTO WALK-INS | 1 | High | 5 | 500$ | Sprint 2 |
| 12 | AS A SALES HEAD, I WANT TO ASSIGN LEADS TO SALES MANAGERS AUTOMATICALLY SO THAT LEADS CAN BE DISTRIBUTED EVENLY | 1 | High | 8 | 900$ | Sprint 2 |
| 13 | AS A CLOSING HEAD, I WANT TO TRACK LEAD CONVERSION RATE SO THAT I CAN OPTIMIZE SALES STRATEGY | 1 | High | 8 | 800$ | Sprint 2 |
| 14 | AS A SALES MANAGER, I WANT TO SET FOLLOW-UP REMINDERS SO THAT I CAN MAINTAIN REGULAR CUSTOMER CONTACT | 1 | Medium | 5 | 700$ | Sprint 2 |
| 15 | AS A SALES EXECUTIVE, I WANT TO LOG CUSTOMER INTERACTIONS SO THAT I CAN KEEP A RECORD OF CONVERSATIONS | 1 | Medium | 5 | 600$ | Sprint 2 |
| 16 | AS A SITE HEAD, I WANT TO VIEW REAL-TIME SALES DASHBOARD SO THAT I CAN MONITOR PERFORMANCE QUICKLY | 1 | Low | 13 | 500$ | Sprint 2 |
| 17 | AS A SALES MANAGER, I WANT TO VIEW DETAILED SALES ANALYSIS BY REGION SO THAT I CAN IDENTIFY TOP-PERFORMING AREAS | 1 | High | 13 | 1000$ | Sprint 3 |
| 18 | AS A PRODUCT MANAGER, I WANT TO VIEW SOURCE OF LEAD GENERATED SO THAT I CHECK IF ALL THE SOURCING TOOLS ARE WORKING AND LEADS ARE GETTING QUALIFIED INTO WALK-INS | 1 | Medium | 8 | 800$ | Sprint 3 |
| 19 | AS A MARKETING LEAD, I WANT TO TRACK SALES CONVERSIONS FROM CAMPAIGNS SO THAT I CAN EVALUATE THE SUCCESS OF CAMPAIGNS | 1 | Low | 8 | 700$ | Sprint 3 |
| 20 | AS A CUSTOMER SUPPORT LEAD, I WANT TO TRACK CUSTOMER FEEDBACK IN REAL TIME SO THAT I CAN ADDRESS ISSUES IMMEDIATELY | 1 | Highest | 13 | 1000$ | Sprint 3 |
| 21 | AS A FINANCE HEAD, I WANT TO VIEW REVENUE PERFORMANCE OVER TIME SO THAT I CAN EVALUATE THE COMPANY'S FINANCIAL PROGRESS | 1 | Medium | 8 | 1000$ | Sprint 3 |
| 22 | AS A PROJECT HEAD, I WANT TO SEE CUSTOMER RETENTION RATES SO THAT I CAN IDENTIFY TRENDS AND IMPROVE CUSTOMER LOYALTY | 1 | Highest | 13 | 900$ | Sprint 3 |
| 23 | AS A SALES MANAGER, I WANT TO RECEIVE DAILY SALES TARGETS AND PERFORMANCE UPDATES SO THAT I CAN STAY ALIGNED WITH TEAM GOALS | 1 | Medium | 8 | 800$ | Sprint 3 |
| 24 | AS A MIS MANAGER, I WANT TO MONITOR INVENTORY LEVELS IN REAL TIME SO THAT I CAN AVOID STOCKOUTS AND OVERSTOCKING | 1 | Highest | 13 | 1000$ | Sprint 3 |
| 25 | AS A FINANCE MANAGER, I WANT TO SEE EXPENSE TRENDS BY DEPARTMENT SO THAT I CAN EVALUATE AND OPTIMIZE BUDGET ALLOCATION | 1 | Low | 13 | 1000$ | Sprint 4 |
| 26 | AS A CEO, I WANT TO SEE A HIGH-LEVEL SUMMARY OF THE COMPANY'S PERFORMANCE SO THAT I CAN MAKE INFORMED DECISIONS QUICKLY | 1 | High | 8 | 500$ | Sprint 4 |
| 27 | AS A PROJECT HEAD, I WANT TO TRACK PRODUCT SALES PERFORMANCE AGAINST FORECASTS SO THAT I CAN ADJUST INVENTORY AND MARKETING STRATEGIES | 1 | Medium | 13 | 900$ | Sprint 4 |
| 28 | AS A PROJECT HEAD, I WANT TO SEE THE PROGRESS OF EMPLOYEE TRAINING COMPLETION SO THAT I CAN ENSURE ALL EMPLOYEES ARE COMPLIANT WITH REQUIRED TRAININGS | 1 | Low | 8 | 700$ | Sprint 4 |
| 29 | AS A PROJECT HEAD, I WANT TO MONITOR SUPPLY CHAIN PERFORMANCE AND DELIVERY TIMES SO THAT I CAN IMPROVE EFFICIENCY AND REDUCE DELAYS IN CONSTRUCTION | 1 | Medium | 8 | 500$ | Sprint 4 |
| 30 | AS A SALES MANAGER, I WANT TO SEE CUSTOMER COMPLAINTS AND ISSUES IN REAL TIME SO THAT I CAN RESPOND PROMPTLY AND IMPROVE CUSTOMER SATISFACTION | 1 | High | 5 | 500$ | Sprint 4 |
| 31 | AS A TEAM LEADER, I WANT TO VIEW MY TEAM’S DAILY PERFORMANCE AGAINST TARGETS SO THAT I CAN PROVIDE TIMELY FEEDBACK AND MOTIVATE THE TEAM | 1 | Medium | 5 | 500$ | Sprint 4 |
| 32 | AS A SOURCING HEAD, I WANT TO SEE SALES PERFORMANCE BY SALES CHANNEL SO THAT I CAN OPTIMIZE OUR SALES STRATEGY ACROSS CHANNELS | 1 | Highest | 5 | 500$ | Sprint 4 |
| 33 | AS A LODHA CLOSING HEAD, I WANT TO TRACK THE STATUS OF CLOSURE ACTIVITIES SO THAT I CAN ENSURE THAT CLOSURES ARE COMPLETED ON TIME AND WITHOUT ISSUES | 1 | High | 5 | 500$ | Sprint 4 |
| 34 | AS A SITE MIS TEAM MEMBER, I WANT TO SEE A DETAILED REPORT ON SITE OPERATIONS PERFORMANCE SO THAT I CAN PROVIDE ACCURATE AND TIMELY REPORTS TO STAKEHOLDERS | 1 | High | 5 | 800$ | Sprint5 |
| 35 | AS A FINANCE HEAD, I WANT TO TRACK CASH FLOW AND LIQUIDITY IN REAL TIME SO THAT I CAN MAKE INFORMED DECISIONS AND PLAN FOR FUTURE INVESTMENTS | 1 | High | 13 | 1000$ | Sprint5 |
| 36 | AS A CEO, I WANT TO SEE THE PERFORMANCE OF THE COMPANY AGAINST STRATEGIC GOALS SO THAT I CAN EVALUATE PROGRESS AND MAKE NECESSARY ADJUSTMENTS | 1 | High | 8 | 1000$ | Sprint5 |
| 37 | AS A SITE HEAD, I WANT TO VIEW SOURCE OF LEAD GENERATED SO THAT I CHECK IF ALL THE SOURCING TOOLS ARE WORKING AND LEADS ARE GETTING QUALIFIED INTO WALK-INS | 1 | Highest | 5 | 500$ | Sprint5 |
| 38 | AS A LODHA CLOSING HEAD, I WANT TO ANALYZE SUPPLY CHAIN COSTS AND OPTIMIZE PROCUREMENT SO THAT I CAN REDUCE COSTS AND IMPROVE MARGIN | 1 | High | 5 | 500$ | Sprint5 |
| 39 | AS A SITE HEAD, I WANT TO TRACK SITE SAFETY METRICS SO THAT I CAN ENSURE A SAFE WORK ENVIRONMENT AND COMPLY WITH REGULATIONS | 1 | High | 5 | 500$ | Sprint5 |
| 40 | AS A MARKETING HEAD, I WANT TO TRACK CUSTOMER ENGAGEMENT WITH MARKETING CONTENT SO THAT I CAN TAILOR CAMPAIGNS AND IMPROVE CUSTOMER INTERACTIONS | 1 | Highest | 5 | 500$ | Sprint5 |

**Sprint Back Log:**

A sprint backlog is the set of items that a cross-functional product team selects from its product backlog to work on during the upcoming sprint. Typically, the team will agree on these items during its sprint planning session. In fact, the sprint backlog represents the primary output of sprint planning.

**Sprint1 Representation:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **User Story ID** | **User Story** | **Task** | **Owner** | **Status** | **Estimated Effort In Days** |
| 1001 | AS A SALES MANAGER I WANT TO CAPTURE CUSTOMER DETAILS AND REQUIREMENT SO THAT EVERY CUSTOMER IS REGISTERED | 1 | Developer | completed | 5 |
| 1002 | AS A SALES MANAGER I WANT TO VIEW NEWLY ASSIGNED LEAD SO THAT I CAN CHECK DETAILS OF CUSTOMER AND HIS REQUIREMENT | 1 | Developer | completed | 4 |
| 1003 | AS A CLOSING HEAD I WANT TO VIEW ALL PENDING LEADS ASSIGHNED TO SALES MANAGERS SO THAT I CAN CHECK REALLOT THEM TO SALES MANAGER | 1 | Developer | completed | 5 |
| 1004 | AS A CLOSING HEAD I WANT TO VIEW THE STATUS OF THE LEADS ASSIGNED TO SALES MANAGER SO THAT I CAN GET THE PROSPECTS AND WORKABLE LEADS CLOSING MANAGER HAVE | 1 | Developer | completed | 3 |
| 1005 | AS A SALES MANAGER I WANT TO SEND COMMUNICATION TO THE LEAD ASSIGHNED SO THAT I CAN UPDATE REMARK AND CURRENT STATUS OF LEAD | 1 | Developer | completed | 5 |
| 1006 | AS A CLOSING HEAD I WANT TO VIEW REVENUE GENERATED BY CLOSING MANAGER SO THAT I CHECK IF ALL THE CLOSING MANAGERS ARE HANDING LEADS AND DRIVING CLOSURES  | 1 | Developer | completed | 4 |
| 1007 | AS A SITE HEAD I WANT TO VIEW SOURCE OF LEAD GENERATED SO THAT I CHECK IF ALL THE SOURCING TOOLS ARE WORKING AND LEADS ARE GETTING QULIFIED INTO WALK-INS | 1 | Developer | completed | 5 |

**Product Back Log chart:**

Product burn down chart it shows the graph of CP covered in daily basis.

 

**Sprint Burn Down:**

Sprint burn down chart will always showcase us total number of CP covered in a sprint.



 ****

**Document 6: Sprint meetings**

**Sprint Planning Meeting:**

This happens at the beginning of each sprint and the team decides what they will be delivering in this sprint.

|  |  |  |
| --- | --- | --- |
| **Date** | 23.03.2025 |  |
| **Time** | 09.00 AM |  |
| **Location** | Pune |  |
| **Prepared By** | Mr. Shivam  |  |
| **Attendees** | Mr. Vaibhav- Scrum MasterMr. Jaya- Sr. Java developerMr. Prashant-Jr. Java developerMr. Vibhor-Jr. Java developerMr. Tutu-UI/UX DesignerMr. Rakshit-Sr. NW. AdminMr. Rohit- Sr. DB AdminMr. Vikas- Sr. TesterMs. Rohini- Jr. Tester |  |

**Agenda Topics:**

|  |  |  |
| --- | --- | --- |
| **Topic** | **Presenter** | **Time Allocated** |
| Weekly Task completion | Mr. Shivam | 60 Min |
| Task Completed | Mr. Shivam | 60 Min |

**Other Information:**

|  |  |
| --- | --- |
| **Observers** | IT Team Design architect and Business Analyst  |
| **Resource** | 3 Developers |
| **Speal Note** | Test cases for login process - Next review will be done 24th March 2025 |

**Daily Stand-up Meeting:**

|  |  |  |
| --- | --- | --- |
| **Question** | **Name/Role** | **Week “1” (from 24th March 2024 to 30th March. 2025)** |
| **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** | **Saturday** | **Sunday** |
| **What did you do yesterday?** |

|  |
| --- |
| **Developer 1** |
| **Developer 2** |
| **Developer 3** |

 | **Task 1Task 2****Task 3** | **Task 4Task 5****Task 6** | **Task 7Task 8****Task 9** | **Task 13Task 14****Task 15** | **Task16Task17****Task18** |  |  |
| **What will you do today?** |

|  |
| --- |
| **Developer 1** |
| **Developer 2** |
| **Developer 3** |

 | **Task 4Task 5Task 6** | **Task 7Task 8Task 9** | **Task 10Task 11Task 12** | **Task 16Task 17****Task 18** | **Task19Task20****Task21** |  |  |
| **What (if any) is blocking your progress?** |

|  |
| --- |
| **Developer 1** |
| **Developer 2** |
| **Developer 3** |

 | **NoChange requestNo** | **Change requestWIPNo** | **WIPclient meetingDB issue** | **Client meetingSortedNo** | **NetworkNetworkNetwork** |  |  |

**Sprint Review Meeting:**

This happens at the end of the sprint where team will demo the completed stories to the product owner and get it cleared.

|  |  |
| --- | --- |
| **Date** | 7-03-2025 |
| **Time**  | 10.30 AM |
| **Location** | Pune |
| **Prepared By** | Product Owner -Mr. Shivam  |
| **Attendees** | Developers , Design architect and Team.  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Sprint Status** | **Demo**  | **Quick Updates** | **What's Next** |
| Task Completed | AS A SALES MANAGER I WANT TO CAPTURE CUSTOMER DETAILS AND REQUIREMENT SO THAT EVERY CUSTOMER IS REGISTERED | Completed as desired by the customer.  | get sign off |
| Task Completed | AS A SALES MANAGER I WANT TO VIEW NEWLY ASSIGNED LEAD SO THAT I CAN CHECK DETAILS OF CUSTOMER AND HIS REQUIREMENT | Completed as desired by the customer. | get sign off |
| Task Completed | AS A CLOSING HEAD I WANT TO VIEW ALL PENDING LEADS ASSIGHNED TO SALES MANAGERS SO THAT I CAN CHECK REALLOT THEM TO SALES MANAGER | Completed as desired by the customer. | get sign off |
| Task Completed | AS A CLOSING HEAD I WANT TO VIEW THE STATUS OF THE LEADS ASSIGNED TO SALES MANAGER SO THAT I CAN GET THE PROSPECTS AND WORKABLE LEADS CLOSING MANAGER HAVE | Completed as desired by the customer. | get sign off |

**Sprint Retrospective Meeting:**

This meeting happens at the end of the sprint where team will answer 3 questions.

a) what went will in the sprint

b) what did not go well

c) what are the required areas of improvement in the next sprint.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Agenda** | **What went well** | **What did not go well** | **Questions** | **Reference** |
| Sprint tasks | All the deliverables planned for the current sprint went well  |   | NO |   |
| Change request |   | Due to last minutes, change request could not be done |  | Speak to the client regarding this.  |