

**Project Planning Phase
Milestone and Activity List**

Date	29 October 2022
Team ID	PNT2022TMID10937
Project Name	Customer Care Registry

TITLE	DESCRIPTION	DATE
Literature Survey & Information Gathering	Literature survey was done by collecting information from various research and technical papers.	03/09/ 2022
Prepare Empathy Map	Users pains and gain was captured to prepare empathy map and list of problem statement was prepared.	10/09/ 2022
Ideation	Various brainstorming ideas are organised and based on the feasibility and importance top three ideas were prioritised.	16/09/2022
Proposed Solution	Prepare the proposed solution document, which includes the novelty, feasibility of idea, business model, social impact, scalability of solution, etc.	25/09/2022

Problem Solution Fit	Prepare problem - solution fit document.	05/10/2022
Solution Architecture	Prepare solution architecture document.	05/10/ 2022

Customer Journey	User interactions & experiences with the application (entry to exit) was understood and customer journey map was prepared	09/10/ 2022
Functional Requirement	Functional requirement document was prepared.	14/10/2022
Data Flow Diagrams	Data flow diagrams was drawn and reviewed.	18/10 2022
Technology Architecture	Prepare the technology architecture diagram.	20/10 2022
Prepare Milestone & Activity List	Prepare the milestones & activity list of the project.	24/10/ 2022
Project Development - Delivery of Sprint-1, 2, 3 & 4	Develop & submit the developed code by testing it.	24/10/2022