

**-Project Planning Phase  
Milestone and Activity List**

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

<b>MILESTONE &amp; ACTIVITY</b>	<b>DESCRIPTION</b>	<b>DATE</b>
<b>Literature Survey &amp; Information Gathering</b>	Literature survey was done by collecting information from various research and technical papers	03/09/ 2022
<b>Prepare Empathy Map</b>	User's pains and gain was captured to prepare empathymap and list of problem statement was prepared	10/09/ 2022
<b>Ideation</b>	Various brainstorming ideas are organized and based on the feasibility and importance top three ideas were prioritized	16/09/2022
<b>Proposed Solution</b>	Prepare the proposed document, which includes the novelty, feasibility of idea, business model, social impact, scalability of solution, etc.	25/09/2022
<b>Problem Solution Fit</b>	Prepare problem – solution fit Document.	05/10/2022
<b>Solution Architecture</b>	Prepare solution architecture Document.	05/10/ 2022

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

