

**Project Planning Phase
Milestone and Activity
List**

Team ID	PNT2022TMID10753
Project Name	Customer Care Registry

TITLE	DESCRIPTION	DATE
Literature Survey & Information Gathering	Initiating a literature review on the chosen project and acquiring data by consulting technical papers, research publications, etc.	29 SEPTEMBER 2022
Prepare Empathy Map	Get an Empathy Map Canvas ready to record the user's benefits and difficulties. Make a list of the problems.	23 SEPTEMBER 2022
Ideation	By planning the brainstorming session, make a list of the ideas and rank the top three according to their viability and significance.	24 SEPTEMBER 2022
Proposed Solution	Create the suggested solution document, which should include information on the innovation, viability, and scalability of the proposed solution as well as its influence on society.	26 SEPTEMBER 2022
Problem Solution Fit	Created a solution fit document that outlines the problem and the solution.	29 SEPTEMBER 2022
Solution Architecture	Make a document outlining the solution architecture.	30 SEPTEMBER 2022

Customer Journey	Create customer journey maps to comprehend how users engage with and use the application.	22 OCTOBER 2022
Functional Requirement	Construct the functional requirement document.	7 OCTOBER 2022
Data Flow Diagrams	Make the data flow diagrams, then submit them for evaluation.	8 OCTOBER 2022
Technology Architecture	Construct the diagram of the technology architecture.	11 OCTOBER 2022
Prepare Milestone & Activity List	Make a list of the project's milestones and activities.	22 OCTOBER 2022
Project Development - Delivery of Sprint-1, 2, 3 & 4	Develop the code and submit it after testing.	IN PROGRESS.