

**Project Planning Phase
Milestone and Activity
List**

Team ID	PNT2022TMID10757
Project Name	Customer Care Registry

TITLE	DESCRIPTION	DATE
Information gathering and a review of the literature	Starting literature survey on the project of choice and gathering information from technical papers, research publications, etc.	08 OCTOBER 2022
Get an empathy map ready.	To document the user's advantages and challenges, create an empathy map canvas. List the issues that exist.	03 OCTOBER 2022
Ideation	Creating a list of the ideas generated during the brain storming session, and then order the top three based on significance.	05 OCTOBER 2022
Proposed Solution	Create a document outlining the potential solution, which should contain details about its creativity, viability, and scale as well as how it would affect society.	06 OCTOBER 2022
Issue/Solution Fit	Create a problem fit statement to analyze the issue.	07 OCTOBER 2022
Solution Architecture	Making a document that details the solution architecture.	09 OCTOBER 2022

User Experience	Interaction with user are understand by customer journey maps.	2 NOVEMBER 2022
Technical Prerequisite	Create a file that outline thefunctional requirements.	17 OCTOBER 2022
Data Flow Diagrams	Data flow diagrams should be created and then submitted for review.	19 OCTOBER 2022
Technology Architecture	Develop the technological architecture diagram.	21 OCTOBER 2022
Prepare Milestone & Activity List	Make a list of the activities and milestones for the project.	2 NOVEMBER 2022
Project Development - Delivery of Sprint-1, 2, 3 & 4	Code is submitted after testing.	IN PROGRESS.