

**Project Planning Phase
Milestone and Activity
List**

Date	08 November 2022
Team ID	PNT2022TMID01257
Project Name	Customer Care Registry

TITLE	DESCRIPTION	DATE
Literature Survey & Information Gathering	Literature survey on the selected project & gathering information by referring to technical papers, research publications etc.	27 SEPTEMBER 2022
Prepare Empathy Map	Prepare Empathy Map Canvas to capture the user Pains & Gains, Prepare list of problem statements	05 OCTOBER 2022
Ideation	List them by organizing the brainstorming session and prioritize the top 3 ideas based on feasibility & importance.	05 OCTOBER 2022
Proposed Solution	Prepare the proposed solution document, which includes the novelty, feasibility of idea, business model, social impact, scalability of solution, etc.	17 OCTOBER 2022
Problem Solution Fit	Prepare problem - solution fit document .	17 OCTOBER 2022
Solution Architecture	Prepare a solution architecture document .	18 OCTOBER 2022