

**Project Planning Phase**  
**Milestone list and Activity**

<b>Date</b>	09 November 2022
<b>Team ID</b>	PNT2022TMID21762
<b>Project</b>	Customer Care Registry
<b>Maximum Marks</b>	2 Marks

<b>Milestone</b>	<b>Activity</b>	<b>Activity Number</b>	<b>Description</b>	<b>Completion Date</b>	<b>Status</b>
Pre requisites			Create the IBM account and download all the necessary software for the project	24/09/2022	Completed
Ideation Phase	Literature Survey	1.1	Preparing literature survey for the project by gathering several research papers and existing applications	25/09/2022	Completed
	Empathy Map	1.2	Creating an empathy map by putting ourselves in the shoes of the customers	16/10/2022	Completed
	Problem Statement	1.3	Create a problem statement for the Project	16/10/2022	Completed

	Brainstorming	1.4	Conduct a brainstorming session with the team members, gather the ideas and	16/10/2022	Completed
			group them based on the feasibility and importance		
Project Design Phase - I	Proposed solution	2.1	Create a proposed solution which discusses the steps in which the said problem can be solved	17/10/2022	Completed
	Solution Architecture	2.2	Prepare solution architecture diagram for the solution prepared	18/10/2022	Completed
	Problem Solution Fit	2.3	Prepare a problem solution fit and see whether the solution solves the customer's problems	20/10/2022	Completed
Project Design Phase - II	Customer Journey Map	3.1	Prepare a customer journey map that helps to understand how the customers use the product	23/10/2022	Completed
	Data Flow Diagram	3.2	Prepare the data flow diagram	25/10/2022	Completed
	Solution Requirements	3.3	Complete solution requirements that define architectural specification of a specific solution	26/10/2022	Completed

	Technology Stack	3.4	Draw the technology stack diagram for the project	27/10/2022	Completed
Project Planning Phase	Milestones and Activity List	4.1	Prepare the milestones document that details the various milestones in the project and various concerned activities in each milestone	29/10/2022	Completed
	Sprint Plan	4.2	Create a sprint plan for the project	30/10/2022	Completed
Project Development Phase	Sprint - 1	5.1	Delivery of Sprint-1	26/10/2022	Completed
	Sprint - 2	5.2	Delivery of Sprint-2	03/11/2022	Completed
	Sprint - 3	5.3	Delivery of Sprint-3	12/11/2022	Completed
	Sprint - 4	5.4	Delivery of Sprint-4	19/11/2022	Completed
Final Deliverables	Final Submission	6.1	Submitting the source code, project report, demonstration video link finally	19/11/2022	Completed