

**Project Planning Phase
Milestone and Activity List**

Date	7 NOVEMBER 2022
Team ID	PNT2022TMID10745
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 documents, scholarly journals, etc.	10 OCTOBER 2022
Prepare Empathy Map	Get a Gratitude Layout ready to record the user's progress and sufferings. Make a list of the troubles.	12 OCTOBER 2022
Ideation	By planning the group discussion, make a list of the ideas and select the top three according to their viability and significance.	13 OCTOBER 2022
Proposed Solution	Create a proposal for a solution that details its innovation, viability as a business idea, global implications, sustainability, and other factors.	15 OCTOBER 2022
Problem Solution Fit	Based on the factors the problem solution fit is prepared.	19 OCTOBER 2022
Solution Architecture	Created a social architecture by analyzing the methods	17 OCTOBER 2022

Customer Journey	Create customer journey maps to comprehend how customer engage with that and how they use the program	24 OCTOBER 2022
Solution Requirement	Perform the solution requirement based on functional and non-functional.	29 OCTOBER 2022
Data Flow Diagrams	Analyze the system and draw data flow diagrams.	30 OCTOBER 2022
Technology Architecture	Technology Architecture can be done with resources.	31 OCTOBER 2022
Prepare Milestone & Activity List	Milestones & activity list is prepared using other chapters.	8 NOVEMBER 2022
Project Development - Delivery of Sprint-1, 2, 3 & 4	Create and submit the code after verifying it.	PROGRESSING.