

**Project Planning Phase  
Milestone and Activity  
List**

Date	22 OCT 2022
Team ID	PNT2022TMID22588
Project Name	Customer Care Registry

<b>Title</b>	<b>Description</b>	<b>Date</b>
<b>Literature Survey and Information Gathering</b>	Literature survey on the selected project & gathering information by referring the technical papers, research publications etc.	28 SEPTEMBER 2022
<b>Prepare Empathy Map</b>	Prepare Empathy Map Canvas to capture the user Pains & Gains, Prepare list of problem statements	24 SEPTEMBER 2022
<b>Ideation</b>	List the by organizing the brainstorming session and prioritize the top 3 ideas based on the feasibility & importance.	19 SEPTEMBER 2022
<b>Proposed Solution</b>	Prepare the proposed solution document, which includes the novelty, feasibility of idea, business model, social impact, scalability of solution, etc.	23 SEPTEMBER 2022
<b>Problem Solution Fit</b>	Prepare problem - solution fit document.	30 SEPTEMBER 2022
<b>Solution Architecture</b>	Solution Architecture to understand the system architecture	1 October 2022
<b>Customer Journey</b>	To Understand User Interactions and experiences with application	8 October 2022

<b>Functional Requirement</b>	Prepare functional Requirement	14 October 2022
<b>Data flow Diagrams</b>	Prepare Data flow diagram	15 October 2022
<b>Technology Architecture</b>	Technology Architecture diagram	16 October 2022
<b>Milestone &amp; sprint delivery plan</b>	Activity what we done & Further plans	4 November 2022
<b>Project Development Delivery of sprint 1,2,3 &amp; 4</b>	Develop and submit the developed code by testing it	24 October 2022 – 19 November 2022