

PROJECT PLANNING PHASE MILESTONE AND ACTIVITY LIST

Date	10 November 2022
Team ID	PNT2022TMID10774
Project Name	Customer's preferable channel for communication

TITLE	DESCRIPTION	DATE
Literature Survey & Information Gathering	Literature survey is done on many science and research papers for the reference	25 september 2022
Empathy Map	The Empathy Map Canvas is prepared to capture the user Pains & Gains, Prepare list of problem statements	27 september 2022
Ideation	Brainstorming and top three ideas were done in the ideation.	29 september 2022
Proposed Solution	The proposed system contains the Freshdesk and chatbot for better efficiency and the document is done for the feasibility of the idea, business model and scalability of the solution.	5 october 2022
Problem Solution Fit	The document problem - solution fit is prepared	8 october2022
Solution Architecture	The solution architecture document is prepared.	15 october2022

Customer Journey	Used to understand the user interactions & experiences with the application .	17 october 2022
Functional Requirement	the functional requirement of the proposed is prepared.	22 october 2022
Data Flow Diagrams	The data flow diagram is drawn and submit for the review.	24 october 2022
Technology Architecture	The technology architecture diagram is prepared.	29 october 2022
Prepare Milestone & Activity List	List of the activity and the milestone is prepared.	4 November2022
Project Development - Delivery of Sprint-1, 2, 3 & 4	Develop & submit the code by testing it.	IN PROGRESS..