**Project Planning Phase**

**Milestone and Activity List**

|  |  |
| --- | --- |
| Date | 21 October 2022 |
|  |  |
| Team ID | PNT2022TMID23421 |
|  |  |
| Project Name | Project - Customer Care Registry |
|  |  |

|  |  |  |
| --- | --- | --- |
| **TITLE** | **DESCRIPTION** | **DATE** |
|  |  |  |
| **Literature Survey &** | Literature survey on the | 08 OCTOBER 2022 |
| **Information Gathering** | selected project & gathering |  |
|  | information by referring the, |  |
|  | technical papers,research |  |
|  | publications etc. |  |
|  |  |  |
| **Prepare Empathy Map** | Prepare Empathy Map Canvas | 08 OCTOBER 2022 |
|  | to capture the user Pains & |  |
|  | Gains, Prepare list of problem |  |
|  | statements |  |
|  |  |  |
| **Ideation** | List the by organizing the | 08 OCTOBER 2022 |
|  | brainstorming session and |  |
|  | prioritize the top 3 ideas |  |
|  | based on the feasibility & |  |
|  | importance. |  |
|  |  |  |
| **Proposed Solution** | Prepare the proposed solution | 09 OCTOBER 2022 |
|  | document, which includes the |  |
|  | novelty, feasibility of idea, |  |
|  | business model, social impact, |  |
|  | scalability of solution, etc. |  |
|  |  |  |
|  | Prepare problem - solution fit | 09 OCTOBER 2022 |
| **Problem Solution Fit** | document. |  |
|  |  |  |
|  | Prepare solution architecture | 10 OCTOBER 2022 |
| **Solution Architecture** | document. |  |
|  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Customer Journey** | Prepare the customer journey | 09 OCTOBER 2022 |  |
|  | maps to understand the user |  |  |
|  | interactions & experiences |  |  |
|  | with the application (entry to |  |  |
|  | exit). |  |  |
|  |  |  |  |
|  | Prepare the functional | 29 OCTOBER 2022 |  |
| **Functional Requirement** | requirement document. |  |  |
|  |  |  |  |
| **Data Flow Diagrams** | Draw the data flow | 29 OCTOBER 2022 |  |
|  | diagrams and submit for |  |  |
|  | review. |  |  |
|  |  |  |  |
|  | Prepare the | 31 OCTOBER 2022 |  |
| **Technology Architecture** | technology |  |  |
|  | architecture diagram. |  |  |
|  |  |  |  |
|  | Prepare the milestones & | 31 OCTOBER 2022 |  |
| **Prepare Milestone & Activity** | activity list of the project. |  |  |
| **List** |  |  |  |
|  |  |  |  |
| **Project Development -** | Develop & submit the | IN PROGRESS.. |  |
| developed code by testing it. |  |  |
|  |  |  |
| **Delivery of Sprint-1, 2, 3 & 4** |  |  |  |
|  |  |  |  |