

**Project Planning Phase
Milestone and Activity List**

Date	30 October 2022
Team ID	PNT2022TMID10762
Project Name	Customer Care Registry

TITLE	DESCRIPTION	DATE
Literature Survey & Information Gathering	carrying out a survey of the literature on the project of choice and gathering information from technical papers, research publications, etc.	22 SEPTEMBER 2022
Prepare Empathy Map	Prepare an Empathy Map Canvas to note the user's victories and setbacks. Create a list of the issues.	15 SEPTEMBER 2022
Ideation	List the brainstormed ideas and then order the top three based on their applicability and viability.	22 SEPTEMBER 2022
Proposed Solution	Make a solution proposal that discusses the innovation, commercial viability, social effect, scalability, and other aspects of the proposed solution.	16 SEPTEMBER 2022
Problem Solution Fit	Make a solution proposal that discusses the innovation, commercial viability, social effect, scalability, and other aspects of the proposed solution.	28 SEPTEMBER 2022
Solution Architecture	The architecture of the solution should be documented.	26 SEPTEMBER 2022

Customer Journey	Map your user interactions and application experiences by creating customer journey maps.	15 OCTOBER 2022
Functional Requirement	The functional specifications should be documented.	3 OCTOBER 2022
Data Flow Diagrams	The data flow diagrams should be made, then submitted for review.	5 OCTOBER 2022
Technology Architecture	The technological architecture should be shown in a diagram.	7 OCTOBER 2022
Prepare Milestone & Activity List	Make a list of the activities and milestones for the project.	17 OCTOBER 2022
Project Development - Delivery of Sprint-1, 2, 3 & 4	After testing the code, write it and submit it.	IN PROGRESS..