

IBM PROJECT



# CUSTOMER CARE REGISTRY

PROJECT PLANNING PHASE



# AGENDA

- Introduction
- Team Details
- Milestone and Activity List
- Conclusion

# INTRODUCTION

An online comprehensive Customer Care Solution is to manage their customer interaction and complaints with the Service Providers over phone or through messages and e-mail. The system should have capability to integrate with any Service Provider from any domain or industry like Banking, Telecom, Insurance, etc.



# TEAM DETAILS

Team No: PNT2022TMID02887

College Name: SRI KRISHNA COLLEGE OF  
ENGINEERING AND TECHNOLOGY

Department: INFORAMTION TECHNOLOGY



## TEAM MEMBERS:

DEENA THAYALAN S

CHUJEETHA R

DHIVESH D

CHANDRU S

## PROJECT PLANNING PHASE MILESTONE AND ACTIVITY LIST

TITLE	DESCRIPTION	DATE
LITERATURE SURVEY & INFORMATION GATHERING	Literature survey on the selected project & gathering information by referring the, technical papers, research publications etc.	28 SEPTEMBER 2022
PREPARE EMPATHY MAP	Prepare Empathy Map Canvas to capture the user Pains & Gains, Prepare list of problem statements	24 SEPTEMBER 2022
IDEATION	List the by organizing the brainstorming session and prioritize the top 3 ideas based on the feasibility & importance.	25 SEPTEMBER 2022
PROPOSED SOLUTION	Prepare the proposed solution document, which includes the novelty, feasibility of idea, business model, social impact, scalability of solution, etc.	23 SEPTEMBER 2022
PROBLEM SOLUTION FIT	Prepare problem - solution fit document.	30 SEPTEMBER 2022
SOLUTION ARCHITECTURE	Prepare solution architecture document.	28 SEPTEMBER 2022
CUSTOMER JOURNEY	Prepare the customer journey maps to understand the user interactions & experiences with the application (entry to exit).	20 OCTOBER 2022
FUNCTIONAL REQUIREMENT	Prepare the functional requirement document.	8 OCTOBER 2022
DATA FLOW DIAGRAMS	Draw the data flow diagrams and submit for review.	9 OCTOBER 2022
TECHNOLOGY ARCHITECTURE	Prepare the technology architecture diagram.	10 OCTOBER 2022
PREPARE MILESTONE & ACTIVITY LIST	Prepare the milestones & activity list of the project.	22 OCTOBER 2022
PROJECT DEVELOPMENT - DELIVERY OF SPRINT-1, 2, 3 & 4	Develop & submit the developed code by testing it.	IN PROGRESS.





**THANK YOU**