**Project Planning Phase**

**Milestone list and Activity List**

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| --- | --- |
| Date | 21 October 2022 |
| Team ID | **PNT2022TMID17200** |
| Project | Customer Care Registry |
| Maximum Marks | 2 Marks |

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| --- | --- | --- | --- | --- | --- |
| **Milestone** | **Activity** | **Activity**  **Number** | **Description** | **Completion**  **Date** | **Status** |
| Prerequisites |  |  | Create the IBM account and download all the necessary software for the project |  | Completed |
| Ideation Phase | Literature Survey | 1.1 | Preparing literature survey for the project by gathering several research papers and existing applications | 15/10/2022 | Completed |
| Empathy Map | 1.2 | Creating an empathy map by putting ourselves in the shoes of the customers | 26/09/2022 | Completed |
| Problem Statement | 1.3 | Create a problem statement for the project | 19/10/2022 | Completed |
| Brainstorming | 1.4 | Conduct a brainstorming session with the team members, gather the ideas and group them based on the feasibility and importance | 19/10/2022 | Completed |
| Project Design Phase - I | Proposed solution | 2.1 | Create a proposed solution which discusses the steps in which the said problem can be solved | 02/10/2022 | Completed |
| Solution Architecture | 2.2 | Prepare solution architecture diagram for the solution prepared | 27/09/2022 | Completed |
| Problem Solution Fit | 2.3 | Prepare a problem solution fit and see whether the solution solves the customer’s problems | 05/10/2022 | Completed |
| Project Design Phase - II | Customer Journey Map | 3.1 | Prepare a customer journey map that helps to understand how the customers use the product | 07/10/2022 | Completed |
| Data Flow  Diagram | 3.2 | Prepare the data flow diagram | 13/10/2022 | Completed |
| Solution  Requirements | 3.3 | Complete solution requirements that define architectural specification of a specific solution | 05/10/2022 | Completed |
| Technology Stack | 3.4 | Draw the technology stack diagram for the project | 16/10/2022 | Completed |
| Project Planning Phase | Milestones and Activity List | 4.1 | Prepare the milestones document that details the various milestones in the project and various concerned activities in each milestone | 21/10/2022 | Completed |
| Sprint Plan | 4.2 | Create a sprint plan for the project | 18/10/2022 | Completed |
| Project Development Phase | Sprint - 1 | 5.1 | Delivery of Sprint-1 | 29/10/2022 | Completed |
| Sprint - 2 | 5.2 | Delivery of Sprint-2 | 05/11/2022 | On Going |
| Sprint - 3 | 5.3 | Delivery of Sprint-3 | 12/11/2022 | On Going |
| Sprint - 4 | 5.4 | Delivery of Sprint-4 | 19/11/2022 | On Going |
| Final Deliverables | Final Submission | 6.1 | Submitting the source code, project report, demonstration video link finally | 19/11/2022 | On Going |