

**Project Planning Phase  
Milestone and Activity  
List**

Date		25 October 2022	
Team ID		PNT2022TMID46479	
Project Name		Customer Care Registry	
TITLE	DESCRIPTION	DATE	
Literature Survey & Information Gathering	Literature survey on the selected project & gathering information by referring to technical papers, research publications etc.	13 SEPTEMBER 2022	
Prepare Empathy Map	Prepare Empathy Map Canvas to capture the user Pains & Gains, Prepare list of problem statements	10 SEPTEMBER 2022	
Ideation	List them by organizing the brainstorming session and prioritize the top 3 ideas based on feasibility & importance.	12 SEPTEMBER 2022	
Proposed Solution	Prepare the proposed solution document, which includes the novelty, feasibility of idea, business model, social impact, scalability of solution, etc.	26 SEPTEMBER 2022	
Problem Solution Fit	Prepare problem - solution fit document.	26 SEPTEMBER 2022	
Solution Architecture	Prepare a solution architecture document.	26 SEPTEMBER 2022	

<b>Customer Journey</b>	Prepare the customer journey maps to understand the user interactions & experiences with the application (entry to exit).	15 OCTOBER 2022
<b>Functional Requirement</b>	Prepare the functional requirement document.	15 OCTOBER 2022
<b>Data Flow Diagrams</b>	Draw the data flow diagrams and submit for review.	19 OCTOBER 2022
<b>Technology Architecture</b>	Prepare the technology architecture diagram.	14 OCTOBER 2022
<b>Prepare Milestone &amp; Activity List</b>	Prepare the milestones & activity list of the project.	24 OCTOBER 2022
<b>Project Development - Delivery of Sprint-1, 2, 3 &amp; 4</b>	Develop & submit the developed code by testing it.	20 NOVEMBER 2022 (PLANNED)