

**Project Planning Phase  
Milestone and Activity List**

|              |                        |
|--------------|------------------------|
| Date         | 02 November 2022       |
| Team ID      | PNT2022TMID01128       |
| Project Name | Customer Care Registry |

| TITLE  | DESCRIPTION   | DATE              |
|--|---|-------------------|
| <b>Literature Survey &amp; Information Gathering</b> | Literature survey on the selected project & gathering information by referring the, technical papers, research publications etc.                      | 28 SEPTEMBER 2022 |
| <b>Prepare Empathy Map</b>                           | Prepare Empathy Map Canvas to capture the user Pains & Gains, Prepare list of problem statements  | 24 SEPTEMBER 2022 |
| <b>Ideation</b>                                      | List the by organizing the brainstorming session and prioritize the top 3 ideas based on the feasibility & importance.                                | 25 SEPTEMBER 2022 |
| <b>Proposed Solution</b>                             | Prepare the proposed solution document, which includes the novelty, feasibility of idea, business model, social impact, scalability of solution, etc. | 23 SEPTEMBER 2022 |
| <b>Problem Solution Fit</b>                          | Prepare problem - solution fit document.  | 30 SEPTEMBER 2022 |
| <b>Solution Architecture</b>                         | Prepare solution architecture document.   | 28 SEPTEMBER 2022 |

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|---|---|------------------|
| <b>Customer Journey</b>   | Prepare the customer journey maps to understand the user interactions & experiences with the application (entry to exit). | 20 OCTOBER 2022  |
| <b>Functional Requirement</b>                                   | Prepare the functional requirement document.  | 8 OCTOBER 2022   |
| <b>Data Flow Diagrams</b>                                       | Draw the data flow diagrams and submit for review.  | 9 OCTOBER 2022   |
| <b>Technology Architecture</b>                                  | Prepare the technology architecture diagram.  | 10 OCTOBER 2022  |
| <b>Prepare Milestone &amp; Activity List</b>                    | Prepare the milestones & activity list of the project.  | 03 NOVEMBER 2022 |
| <b>Project Development - Delivery of Sprint-1, 2, 3 &amp; 4</b> | Develop & submit the developed code by testing it.  | IN PROGRESS..    |