DATE	14 NOVEMBER 2022
TEAM ID	PNT2022TMID18844
PROJECT NAME	CUSTOMER CARE REGISTARY
MAXIMUM MARKS	4-MARKS

CUSTOMER CARE REGISTARY

Project Planning Phase

Milestone and Activity

TITLE	DESCRIPTION	DATE
Literature Survey & Information Gathering	Literature survey on the selected project & gathering information by referring the, technical papers, research publications etc.	10 October 2022
Prepare Empathy Map	Prepare Empathy Map Canvas to capture the user Pains & Gains, Prepare list of problem statements	10 October 2022
Ideation	List the by organizing the brainstorming session and prioritize the top 3 ideas based on the feasibility & importance	15 November 2022
Proposed Solution	Prepare the proposed solution document, which includes the novelty, feasibility of idea, business model, social impact, scalability of solution, etc.	7 November 2022
Problem Solution Fit	Prepare problem - solution fit document.	10 October 2022

Solution Architecture	Prepare solution architecture document.	7 November 2022
Customer Journey	Prepare the customer journey maps to understand the user interactions & experiences with the application (entry toexit).	4 November 2022
Functional Requirement	Prepare the functional requirement document	14 November 2022
Technology Architecture	Prepare the technology architecture diagram.	14 November 2022
Data Flow Diagrams	Draw the data flow diagramsand submit for review.	14 November 2022
Prepare Milestone & Activity List	Prepare the milestones &activity list of the project.	14 November 2022
Project Development - Delivery of Sprint- 1, 2, 3 & 4	Develop & submit the developed code by testing it.	15 November 2022