

**Project Planning Phase
Milestone and Activity List**

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| Date | 21 October 2022 |
| Team ID | PNT2022TMID54175 |
| Project Name | Customer Care Registry |

| 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 |

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| 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.. |