

**Project Planning Phase
Milestone and Activity List**

Date	22 OCT 2022
Team ID	PNT2022TMID29826
Project Name	Customer Care Registry

Title	Description	Date
Literature Survey and 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 problemstatements	24 SEPTEMBER 2022
Ideation	List the by organizing the brainstorming session and prioritize the top 3 ideas based on the feasibility & importance.	19 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 fitdocument.	30 SEPTEMBER 2022
Solution Architecture	Solution Architecture to understand the system architecture	1 October 2022
Customer Journey	To Understand User Interactions and experiences with application	8 October 2022
Functional Requirement	Prepare functional Requirement	14 October 2022
Data flow Diagrams	Prepare Data flow diagram	15 October 2022
Technology Architecture	Technology Architecture diagram	16 October 2022
Milestone & sprint delivery plan	Activity what we done &Further plans	4 November 2022
Project Development Delivery of sprint 1,2,3 & 4	Develop and submit the developed code by testing it	24 October 2022 – 19 November 2022

