

## PLANNING PHASE

### Milestone and Activity List

|              |                        |
|--------------|------------------------|
| Date         | 05 NOVEMBER 2022       |
| Team ID      | PNT2022TMID43316       |
| 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.                      | 06 OCTOBER 2022  |
| Prepare Empathy Map                       | Prepare Empathy Map Canvas to capture the user Pains & Gains, Prepare list of problem statements  | 07 OCTOBER 2022  |
| Ideation                                  | List the by organizing the brainstorming session and prioritize the top 3 ideas based on the feasibility & importance.                                | 09 OCTOBER 2022  |
| Proposed Solution                         | Prepare the proposed solution document, which includes the novelty, feasibility of idea, business model, social impact, scalability of solution, etc. | 01 NOVEMBER 2022 |
| Problem Solution Fit                      | Prepare problem - solution fit document.  | 02 NOVEMBER 2022 |
| Solution Architecture                     | Prepare solution architecture document.   | 03 NOVEMBER 2022 |

|  |   |                  |
|--|---|------------------|
| <b>Customer Journey</b>                      | Prepare the customer journey maps to understand the user interactions & experiences with the application (entry to exit). | 04 NOVEMBER 2022 |
| <b>Functional Requirement</b>                | Prepare the functional requirement document.  | 04 NOVEMBER 2022 |
| <b>Data Flow Diagrams</b>                    | Draw the data flow diagrams and submit for review.  | 04 NOVEMBER 2022 |
| <b>Technology Architecture</b>               | Prepare the technology architecture diagram.  | 04 NOVEMBER 2022 |
| <b>Prepare Milestone &amp; Activity List</b> | Prepare the milestones & activity list of the project.  | 05 NOVEMBER 2022 |