

**Project Planning Phase  
Milestone and Activity  
List**

Date	25 October 2022
Team ID	PNT2022TMID38924
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 to technical papers, research publications etc.	13 SEPTEMBER 2022
<b>Prepare Empathy Map</b>	Prepare Empathy Map Canvas to capture the user Pains & Gains, Prepare list of problem statements	10 SEPTEMBER 2022
<b>Ideation</b>	List them by organizing the brainstorming session and prioritize the top 3 ideas based on feasibility & importance.	12 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.	26 SEPTEMBER 2022
<b>Problem Solution Fit</b>	Prepare problem - solution fit document.	26 SEPTEMBER 2022
<b>Solution Architecture</b>	Prepare a solution architecture document.	26 SEPTEMBER 2022

<b>Customer Journey</b>	Prepare the customer journey maps to understand the user interactions & experiences with the application (entry to exit).	15 OCTOBER 2022
<b>Functional Requirement</b>	Prepare the functional requirement document.	15 OCTOBER 2022
<b>Data Flow Diagrams</b>	Draw the data flow diagrams and submit for review.	19 OCTOBER 2022
<b>Technology Architecture</b>	Prepare the technology architecture diagram.	14 OCTOBER 2022
<b>Prepare Milestone &amp; Activity List</b>	Prepare the milestones & activity list of the project.	24 OCTOBER 2022
<b>Project Development - Delivery of Sprint-1, 2, 3 &amp; 4</b>	Develop & submit the developed code by testing it.	20 NOVEMBER 2022 (PLANNED)