

Project Planning

Phase Milestone and Activity List

Date	21 October 2022
Team ID	PNT2022TMID48334
Project Name	CUSTOMER CARE REGISTRY

TITLE	DESCRIPTION	DATE
Literature Survey & Information Gathering	Literature survey has been done based on gathering/collecting the relevant information on project use case and by referring the existing solutions, technical papers, research publications etc.	28 SEPTEMBER 2022
Prepare Empathy Map	Empathy map canvas is prepared which captures the user Pains & Gains and list of problem statement is prepared.	24 SEPTEMBER 2022
Ideation	Ideas listed by organizing the brainstorming session and prioritized the top 3 ideas based on the feasibility & importance.	25 SEPTEMBER 2022
Proposed Solution	Proposed solution document, which includes the novelty, feasibility of idea, business model, social impact, scalability of solution is prepared	23 SEPTEMBER 2022
Problem Solution Fit	problem - solution fit document is prepared	30 SEPTEMBER 2022
Solution Architecture	Prepare solution architecture	28 SEPTEMBER 2022

	documentisprepared	
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CustomerJourney	Prepared the customerjourney maps to understandthe user interactions &experiences withthe application(entrytoexit).	20OCTOBER2022
FunctionalRequirement	Preparedthefunctional requirementdocument.	8OCTOBER2022
DataFlowDiagrams	Data flow diagrams hasbeendoneandsubmitt ed for review.	9OCTOBER2022
TechnologyArchitecture	PreparedtheTechnology architecturediagram.	10OCTOBER2022
Prepare Milestone &Activity List	Preparedthemilestones&a ctivitylistoftheproject.	22OCTOBER2022
Project Development - Deliveryof Sprint-1,2,3& 4	Develop & submit thedevelopedcodebytesti ng it.	INPROGRESS..