

Project Planning Phase Milestone and Activity List

Date	31 October 2022
Team ID	PNT2022TMID45034
Project Name	Customer Care Registry

TITLE	DESCRIPTION	DATE
Literature survey and information gathering	Literature survey on the selected project and gathering information by referring the technical papers , research publication.	30 September 2022
Prepare empathy map	Prepare empathy map canvas to the capture the user pains and gains , prepare list of problem statements.	30 September 2022
Ideation	List the by organizing the brainstorming session and prioritize the top three ideas based on the feasibility and importance.	14 October 2022
Proposed solution	Prepare the proposed solution document , which includes the novelty , feasibility of idea , business model , social impact , scalability of solution.	14 October 2022

Problem Solution Fit	Prepare problem – solution fit document.	28 October 2022
Solution Architecture	Prepare solution Architecture document.	28 October 2022
Customer Journey	Prepare the customer journey maps to understand the user interactions and experiences with the application(entry to exit).	29 October 2022
Functional Requirement	Prepare the functional requirement document.	30 October 2022

Data Flow Diagrams	Draw the data flow diagrams and submit for review.	31 October 2022
Technology Architecture	Prepare the technology architecture diagram.	31 October 2022
Prepare milestone and Activity list	Prepare the milestones and activity list of the project.	7 November 2022
Project development – Delivery of sprint 1, 2, 3 & 4	Develop and submit the developed code by testing it.	In progress