

### Project Planning Phase

#### Milestone list and Activity List

Date	06 November 2022
Team ID	<b>PNT2022TMID31596</b>
Project	Customer Care Registry
Maximum Marks	2 Marks

Milestone	Activity	Activity Number	Description	Completion Date	Status
Pre requisites			Create an IBM account and download all project-related software.	20/09/2022	Completed
Ideation Phase	Literature Survey	1.1	Preparing literature survey for the project by gathering several research papers and existing applications	28/09/2022	Completed
	Empathy Map	1.2	Cputting ourselves in the customers' shoes to create an empathy map	26/09/2022	Completed
	Problem Statement	1.3	Create a problem statement for the project	23/09/2022	Completed
	Brainstorming	1.4	Gather the ideas at a brainstorming session with the team members, then classify them according to their viability and importance.	22/09/2022	Completed
Project Design Phase - I	Proposed solution	2.1	Create a proposed solution which discusses the steps in which the said problem can be solved	27/09/2022	Completed
	Solution Architecture	2.2	Prepare solution architecture diagram for the solution prepared	30/09/2022	Completed

	Problem Solution Fit	2.3	Prepare a problem solution fit and see whether the solution solves the customer's problems	02/10/2022	Completed
Project Design Phase - II	Customer Journey Map	3.1	Prepare a customer journey map that helps to understand how the customers use the product	28/10/2022	Completed
	Data Flow Diagram	3.2	Prepare the data flow diagram	05/10/2022	Completed
	Solution Requirements	3.3	Complete solution requirements that define architectural specification of a specific solution	10/10/2022	Completed
	Technology Architecture	3.4	Draw the technology Architecture diagram for the project	21/10/2022	Completed
Project Planning Phase	Milestones and Activity List	4.1	Prepare the milestones document that details the various milestones in the project and various concerned activities in each milestone	22/10/2022	Completed
	Sprint Plan	4.2	Create a sprint plan for the project	05/11/2022	Completed
Project Development Phase	Sprint - 1	5.1	Delivery of Sprint-1	-	On Going
	Sprint - 2	5.2	Delivery of Sprint-2	-	On Going
	Sprint - 3	5.3	Delivery of Sprint-3	-	On Going
	Sprint - 4	5.4	Delivery of Sprint-4	-	On Going
Final Deliverables	Final Submission	6.1	Submitting the source code, project report, demonstration video link finally	-	On Going