**Project Planning Phase**

**Milestone and Activity List**

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| --- | --- |
| Date | 30 October 2022 |
| Team ID | PNT2022TMID24156 |
| Project Name | Customer Care Registry |

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| --- | --- | --- |
| **TITLE** | **DESCRIPTION** | **DATE** |
| **Literature Survey &**  **Information Gathering** | Literature survey on the selected project & gathering information by referring the, technical papers,research publications etc. | 22 SEPTEMBER 2022 |
| **Prepare Empathy Map** | Prepare Empathy Map Canvas to capture the user Pains & Gains, Prepare list of problem statements | 27 SEPTEMBER 2022 |
| **Ideation** | List the by organizing the brainstorming session and prioritize the top 3 ideas based on the feasibility & importance. | 25 SEPTEMBER 2022 |
| **Proposed Solution** | Prepare the proposed solution document, which includes the novelty, feasibility of idea, business model, social impact, scalability of solution, etc. | 20 SEPTEMBER 2022 |
| **Problem Solution Fit** | Prepare problem - solution fit document. | 29 SEPTEMBER 2022 |
| **Solution Architecture** | Prepare solution architecture document. | 23 SEPTEMBER 2022 |
| **Customer Journey** | Prepare the customer journey maps to understand the user interactions & experiences with the application (entry to exit). | 19 OCTOBER 2022 |
| **Functional Requirement** | Prepare the functional requirement document. | 7 OCTOBER 2022 |
| **Data Flow Diagrams** | Draw the data flow diagrams and submit for review. | 10 OCTOBER 2022 |
| **Technology Architecture** | Prepare the technology architecture diagram. | 11 OCTOBER 2022 |
| **Prepare Milestone & Activity**  **List** | Prepare the milestones & activity list of the project. | 30 OCTOBER 2022 |
| **Project Development -**  **Delivery of Sprint-1, 2, 3 & 4** | Develop & submit the developed code by testing it. | IN PROGRESS.. |