**Project Planning Phase**

**Milestone and Activity**

**List**

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| --- | --- | --- | --- | --- | --- |
| Date | | | 16 November 2022 | | |
| Team ID | | | PNT2022TMID45099 | | |
| Project Name | | | Customer Care Registry | | |
| **TITLE** | **DESCRIPTION** | | **DATE** |
| **Literature Survey &**  **Information**  **Gathering** | Literature survey on the selected project & gathering information by referring to technical papers,research publications etc. | | 09 SEPTEMBER 2022 |
| **Prepare Empathy Map** | Prepare Empathy Map Canvas to capture the user Pains & Gains, Prepare list of problem statements | | 10 SEPTEMBER 2022 |
| **Ideation** | List them by organizing the brainstorming session and prioritize the top 3 ideas based on feasibility & importance. | | 12 SEPTEMBER 2022 |
| **Proposed Solution** | Prepare the proposed solution document, which includes the novelty, feasibility of idea, business model, social impact, scalability of solution, etc. | | 03 OCTOBER 2022 |
| **Problem Solution Fit** | Prepare problem - solution fit document. | | 05 OCTOBER 2022 |
| **Solution Architecture** | Prepare a solution architecture document. | | 07 OCTOBER 2022 |

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