

**Project Planning Phase  
Milestone and Activity List**

Date	21 October 2022
Team ID	PNT2022TMID02013
Project Name	Customer Care Registry

TITLE	DESCRIPTION	DATE
<b>Literature Survey &amp; Information Gathering</b>	Literature survey on the selected project & gathering information by referring the, technical papers, research publications etc.	28 SEPTEMBER 2022
<b>Prepare Empathy Map</b>	Prepare Empathy Map Canvas to capture the user Pains & Gains, Prepare list of problem statements	24 SEPTEMBER 2022
<b>Ideation</b>	List the by organizing the brainstorming session and prioritize the top 3 ideas based on the feasibility & importance.	25 SEPTEMBER 2022
<b>Proposed Solution</b>	Prepare the proposed solution document, which includes the novelty, feasibility of idea, business model, social impact, scalability of solution, etc.	23 SEPTEMBER 2022
<b>Problem Solution Fit</b>	Prepare problem - solution fit document.	30 SEPTEMBER 2022
<b>Solution Architecture</b>	Prepare solution architecture document.	28 SEPTEMBER 2022

<b>Customer Journey</b>	Prepare the customer journey maps to understand the user interactions & experiences with the application (entry to exit).	20 OCTOBER 2022
<b>Functional Requirement</b>	Prepare the functional requirement document.	8 OCTOBER 2022
<b>Data Flow Diagrams</b>	Draw the data flow diagrams and submit for review.	9 OCTOBER 2022
<b>Technology Architecture</b>	Prepare the technology architecture diagram.	10 OCTOBER 2022
<b>Prepare Milestone &amp; Activity List</b>	Prepare the milestones & activity list of the project.	22 OCTOBER 2022
<b>Project Development - Delivery of Sprint-1, 2, 3 &amp; 4</b>	Develop & submit the developed code by testing it.	IN PROGRESS..