

**Project Planning Phase  
Milestone and Activity List**

|                     |                               |
|---------------------|-------------------------------|
| <b>Date</b>         | <b>30 October 2022</b>        |
| <b>Team ID</b>      | <b>PNT2022TMID07931</b>       |
| <b>Project Name</b> | <b>Customer Care Registry</b> |

| <b>TITLE</b>   | <b>DESCRIPTION</b>  | <b>DATE</b>       |
|--|---|-------------------|
| <b>Literature Survey &amp; Information Gathering</b> | Literature survey on the selected project & gathering information by referring to the technical papers, research publications, etc.                           | 28 SEPTEMBER 2022 |
| <b>Prepare Empathy Map</b>                           | Prepare Empathy Map Canvas to capture the user's Pains & Gains, Prepare a 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 their feasibility & importance.                                      | 25 SEPTEMBER 2022 |
| <b>Proposed Solution</b>                             | Prepare the proposed solution document, which includes the novelty, feasibility of the idea, business model, social impact, scalability of the solution, etc. | 24 SEPTEMBER 2022 |
| <b>Problem Solution Fit</b>                          | Prepare problem-solution fit document.  | 07 OCTOBER 2022   |

|   |   |                 |
|---|---|-----------------|
| <b>Solution Architecture</b>                                    | Prepare solution architecture document.   | 18 OCTOBER 2022 |
| <b>Customer Journey</b>   | Prepare the customer journey maps to understand the user interactions & experiences with the application (entry to exit). | 25 OCTOBER 2022 |
| <b>Functional Requirement</b>                                   | Prepare the functional requirement document.  | 25 OCTOBER 2022 |
| <b>Data Flow Diagrams</b>                                       | Draw the data flow diagrams and submit them for review.   | 25 OCTOBER 2022 |
| <b>Technology Architecture</b>                                  | Prepare the technology architecture diagram.  | 25 OCTOBER 2022 |
| <b>Prepare Milestone &amp; Activity List</b>                    | Prepare the milestones & activity list of the project.  | 30 OCTOBER 2022 |
| <b>Project Development - Delivery of Sprint-1, 2, 3 &amp; 4</b> | Develop & submit the developed code by testing it.  | IN PROGRESS..   |