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**COLLEGE OF ENGINEERING**  
( A U T O N O M O U S )

# ADAM AUTOMOTIVE

20INMCA509 - Mini Project 2

Scrum Master

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**DEPARTMENT OF  
COMPUTER APPLICATIONS**



# Requirement Gathering

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## **Project Overview**

Adam Automotive is a used car web app that allows users to purchase Luxury pre-owned vehicles. The platform also provides vehicle servicing options for customers. With a user-friendly interface, customers can easily browse through a wide selection of available cars, filter their search by make, model, and year, and access detailed information about each vehicle, including its history, service records, and condition. Additionally, the app offers secure online payment options and the ability to schedule a test drive or service appointment. Through The Web App Seller Can Sell Vehicle with Adam Automotive, and offer personalized services through advanced machine learning algorithms.

## **System Scope**

The system is proposed for full-scale implementation. It is designed to be a comprehensive platform, ready for public use, integrating various advanced features such as secure online payments, personalized car recommendations, and 24/7 customer support via a chatbot. This is not a prototype or a research project but a fully operational service intended to disrupt the traditional used car market.

## **Target Audience**

The target audience includes:

- Potential Car Buyers: Individuals looking for luxury pre-owned vehicles.
- Car Owners: Users who require servicing for their vehicles.
- Sellers: Individuals or dealerships wanting to sell their cars to Adam Automotive.
- Admin: Personnel responsible for managing the platform, listings, and customer interactions.

## **Modules**

### **Admin Module**

- Login: Secure access for administrators.
- Add New Car Details: Functionality to add new car listings with comprehensive details.
- Remove Car Details: Ability to remove car listings no longer available.
- Status Update: Update the status of cars (sold, available, booked).
- Seller Communication: Interface to communicate with sellers and verify their listings.

### **User Module**

- Register: User registration functionality.
- Login: Secure user login.
- Search Details of Car: Advanced search filters for car listings.
- Book a Test Drive: Schedule test drives.
- Book a Car: Purchase cars through the platform.
- Profile Updation: Update personal information.
- Payment Option: Secure online payment for purchases and services.



## **Seller Module**

- Register: Seller registration.
- Login: Secure seller login.
- Details of Car to be Sold: List cars for sale to Adam Automotive.

## **User Roles**

1. Admin
  - Full access to all functionalities.
  - Manage car listings, user and seller interactions, and overall platform maintenance.
2. User
  - Access to browse, search, book test drives, purchase cars, and update profiles.
  - Can make online payments and request services.
3. Seller
  - Access to register, login, and list cars for sale.
  - Limited interaction with admin for car listing verification.

## **System Ownership**

The system is owned by Adam Automotive, a commercial entity specializing in luxury pre-owned vehicles. The ownership includes the platform's development, maintenance, and customer service.

## **Industry/Domain**

The system is related to the Automotive Industry, specifically focusing on the segment of luxury pre-owned vehicles. It incorporates elements from e-commerce and customer service domains.

## **Data Collection Contacts**

- **Mr. Munner Hussian ,Sales Manager - Harman Motors.**
- Email: sales@harmanmotors.in
- Contact No: +91 79999999699

## **Questionnaire for Data Collection:**

1. What is The current process for buying and selling used cars?

### Answer:

The showroom's current process for buying and selling used cars likely includes purchasing vehicles from sellers, inspecting and appraising them, setting prices, marketing the vehicles, and ultimately selling them to buyers.

2. How effective are the current channels of communication between customers and the showroom?

### Answer:

The effectiveness of the current channels of communication between customers and the showroom can be assessed by evaluating factors such as response times, clarity of information provided, customer satisfaction, and the availability of multiple communication platforms. It would also depend on how well the showroom addresses customer inquiries, resolves issues, and facilitates smooth transactions.

3. What Are the challenges that face in the current process?

Answer:

Some common challenges faced in the current process could be difficulties in accurately pricing used cars, marketing and attracting enough buyers, managing and storing a large inventory, and ensuring a smooth and efficient sales process.

4. What is the existing procedure for vehicle inspections?

Answer:

The showroom process for handling vehicle inspections could involve a team of mechanics who physically inspect and evaluate the vehicles for their condition, mileage, and any potential repairs needed.

5. How satisfied are you with the financing options available through Adam Automotive?

Answer:

The showroom offer a variety of payment options for customers, including cash, credit and debit cards, bank transfers, financing options. if we sell a car to showroom Direct payment or bank transfer is available.

6. What is the policy for ensuring the accuracy of the information listed for each used car?

Answer:

The Showroom will take steps to verify the information listed for each vehicle, such as checking service records and conducting inspections. After cross checking all information twice, cars will be offered for selling.

7. What kind marketing strategies are used to attract customers to the showroom and to increase sales?

Answer:

The showroom use various marketing techniques such as online and offline advertisements, promotions, and car shows to reach potential buyers and showcase their available inventory.

8. What is the process for handling vehicle servicing and repairs?

Answer:

The showroom may have a dedicated team or partner with repair shops to handle vehicle servicing and repairs for customers, including regular maintenance, repairs, and warranty services.

9. What is the policy for returns or cancellation of sales?

Answer:

The showroom has a cancelation policy for the booked cars, but there are certain rules that apply. After the purchase of car within 5 days if any major complaints is noted.

Showroom has a free return policy and if we want to cancel the booked car there is no any kind of procedures. just inform the showroom the advance payment will given back.

10. What steps does the showroom take to ensure customer satisfaction?

Answer:

The showroom focuses on customer satisfaction by offering post-sale services such as regular follow-up calls to check on the vehicle's performance, providing warranties, offering free initial maintenance services, and addressing any concerns promptly. They also encourage feedback to continuously improve their service quality and ensure a positive experience for all customers.