

**SOFTWARE ENGINEERING FINAL PROJECT**

**APRIL, 2025**

Delice Ishimwe

Sinam Ametewee

Lydia Amoakoaa

Susanna Agyapong

Table of Contents

Chapter1: Project Overview………………………………………… ……………………2

Chapter2: Methodology………………………………………………………………………..

Chapter3: Challenges Faced…………………………………………………………………..

Chapter4: Key Lessons Learnt……………………………………………………………….

Chapter5: References……………………………………………………………………….

**Developing a Web Application: DataSphere**

1. **Project Overview**

**2. Methodology**

We adopted an Agile development approach, using Scrum to manage the project through iterative sprints over a one-month period. Roles were distributed among four team members with clear responsibilities — project management, system architecture, frontend, and backend management. Tools such as Jira enabled backlog management and task assignment, while technologies like HTML, CSS, Bootstrap, and PHP facilitated full-stack development. Each week focused on a specific phase: planning/design, prototyping, core development, and final testing/deployment.

**3. Challenges Faced**

**4. Key Lessons Learnt**

# **5. REFERENCES**

Booysen, M. (2025, February 5). *Customer Service Excellence: The Importance of Feedback Loops in Customer Service Processes.* Lionesses of Africa. <https://www.lionessesofafrica.com/blog/2025/02/05/customer-service-excellence-the-importance-of-feedback-loops-in-customer-service-processes>

Hinson, R. E., Adeola, O., Lituchy, T. R., & Amartey, A. F. O. (2020). *Customer Service Management in Africa: A Strategic and Operational Perspective.* Taylor and Francis. <https://doi.org/10.4324/9780429031342>

*Real-Time feedback is still a major problem for most companies*. (2023, January 24). CRM Magazine. <https://www.destinationcrm.com/Articles/ReadArticle.aspx?ArticleID=156808>

Nyakey, V. Y. (2024, December 14). *Improving Customer Service in Africa: Strategies for Success.* ModernGhana.