

Assignment - 1

1] Define a problem statement.

The major problem of a shopowner is to maintain a good relationship with customers due to the challenge of managing customer's data, histories of their purchases and communication. Like before there were manual record of customer's data which were consuming much time. By understanding this problem, the shopowner really wants to have a good Customer management app, to keep all customer's data in a digital form which will help shopowner to manage the customer needs as per his history of purchase, and also helps to enhance customer satisfaction.

A] Executive summary snapshot :-

By Analysis, it gets clear that shopowner's are facing a problem to handle or manage a customer, his requirement, his purchase history, type of delivery, type of payment, his feedback, and also the communication. And customer should also have the update of his purchase/delivery.

Description :-

We should create/develop a website or app as Customer Management App or tool

which will be very easy to use . This app will manage the customer's requirement as per their choice , the type of payment they want to do , communication languages the customer wants , and it will also calculate and finalize the total amount the customer have to pay with any special offers . This app will be accurate , efficient and user-friendly . This will help shopowner to manage the customer .

B] Project Description

The Aim of this project is to develop a app , on which shopowner can manage their customer very easily . In this app shopowner can list the product which customer want's to buy .

In this app their will be a bar code scanner which will show the price of the product and side by side prices of products will also get listed on main list . At the end of the list total of amount of all products will show on the screen . It will also help customer to know the prices of products . If shopowner want's to give any discount then there will also be a option of a discount coupon , so the customer will feel happy and come again and again .

The app will also give the facilities of different types of payment such as cash, UPI payment, Netbanking etc. And also there will be an option of home delivery if customer wants.

Why this project:- Because, this app help the shopowner's to keep a customer data and their requirement.

C] Project Scope :-

The app generally manages the data of customer. It helps the shopowner to manage the requirement of customer and to operate with them peacefully.

o Project Goals :-

- 1] Enhance customer relationship management.
- 2] Increase customer Retention
- 3] Support business growth
- 4] Maintain Data security
- 5] facilitate seamless integration
- 6] Time-saving and safe.

o Important tasks :-

- 1] Conduct market research
- 2] Define key feature
- 3] Develop design
- 4] Integrate security
- 5] Test the application
- 6] User feedback

- o Deliverables :-

- 1] Non-functional requirement :- security, performance, documentation, Scalability, etc.
- 2] Functional requirement :- Dashboard, user management, purchase history, customer interaction, notification, etc.
- 3] Design and development :- prototype, front-end, back-end, testing.

- o Cost :-

The cost of developing the app such will include designing, development, testing, analysis, maintenance, documentation. it will cost near about 1 Lakh to 2 Lakh.

- o Deadline :-

As it is a app which stores customers data, it will would take 4 to 5 months for app development.