



UNIVERSIDAD DE LAS FUERZAS ARMADAS



“ESPE”

Oriented Objects Programming

CRN: 9642

Instructor:

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The FAMSE Project.

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The FAMSE Project.

1. Abstract.

This project aims to create a product reservation system for a nut store that will allow customers to make their purchases faster and more comfortable. This system will have several functional and non-functional requirements, as well as include an intuitive and non-complex interface for customers to use.

This project will involve a software development team and the store owner, this implementation of the reservation system is expected to improve the store's customer experience and improve inventory and production management.

2. Interview.

1.- ¿What is the main objective of implementing a system of buying and selling fruits dry?

I think that it is to improve the customer experience when having their products since at the same time it speeds up the process of buying and selling the products.

2.- ¿What are the most popular or demanded products in the store?

The most requested are the following: - Almonds - Walnuts - Pistachios - Raisins - Spices and condiments, although the most demanded are almonds.

3.- ¿How are product reservations currently managed in the store? I don't usually make reservations

Because it would be somewhat complicated to do so at the moment, I don't do it, since some products tend to run out very quickly, and having the reservation list would be difficult for me

4.- ¿Would you think that having a product reservation system could facilitate its application in your business?

Well, I feel that yes, I could have a record handy, it would also help me to have the registered products, that is, already reserved or previously purchased, facilitating the job.

5.- ¿How do you hope a product reservation system will improve customer service?

It would improve the agility when selling, it would also help me to have a more detailed record of what I sell and what I am earning with sales.

6.- ¿How would you like customers to make their reservations?

Through a system that allows me to register clients and at the same time help them to obtain products in an agile way could also be implemented with home service obviously with extra value.



7.- ¿How would you like customers to be notified that their reserved items are available? ¿Would you consider it better for them to be picked up in person or by home delivery?

Both would be a good option.

8.- ¿Are there specific security or privacy requirements that the booking of the product system must meet?

The protection of personal data is what is most required since it must be ensured that the personal data do not have free access, that is, they are private, this must include measures like data encryption

9.- ¿Does the product reservation system have to be integrated with any form of payment?

Preferably in the form of cash payment

10.- ¿Do you have any existing system or billing in the store?

Not really, at the moment I don't just usually keep the accounts in a notebook to see the expenses and how much has been sold per week.

Video link of the interview: <https://www.youtube.com/watch?v=gRtJKr3Djs4>