Thursday 2/17/2022

**System service**

**Project Name:** Spanggar shipyard

**Client**

Name: Yu Chai Ding

Department: IT department

Company: Fordeco

Phone: (608) 9773204

**Business Need:**

The company needs a ship and boat selling online platform which the client will receive email when somebody is interested in the product or service (e.g., ship repairing). Also, the company is constantly looking for talented people to work in their organization. Thus, a recruitment system will be incorporated into the system service. If possible, the client wants an automated chatbot which can help answer some common questions. By offering easy to navigate marketplace for buyer and seller, Spanggar shipyard is filling up the communication gap that hasn’t yet been filled.

**Functionality:**

1st: He must be able to make a post of a new ship and its feature (Bhp/Dwt , Dimensions, Class, Engine etc.)  at any time. Sometimes he'll need to upload PDF file or picture in .png format, for example.

2nd: After the ship has been sold, he'll be able to mark "SOLD" on that particular ship and allowing some space below the picture of the ship for his customers to post comments (optional).

3rd: Ship providers' deal often cost millions, if not billions, so we don't have to do the online ordering system (customers will not simply order a ship online). We'll just need leave companies contact no. and email below each ship for the potential customer to contact him.

4th: They are constantly hiring professionals, so we need to create a "Career" tab, allowing people interested in his company to explore job opportunities, and submit relevant documents, and their CVs on that page, perhaps send an automated email to them after completing the application (optional).

5th: Build a chatbot asking questions like "How can I help you?" (optional).

**Expected Outcome**

The greatest benefit will be increasing productivity and revenue for both Mr. Ding and the buyers who are interested in the products and services. Buyers using our platform can quickly and easily browse and take on available ships if they are interested in it. Similarly, people looking for jobs using the platform will have an easier time finding and submitting documents. HR department will no longer have to spend as much time and effort on these tasks.

**Special Issues or Constraints:**

In this project, I think the biggest issue which will be difficult to solve is creating an automated chatbot since that require certain level of skills in AI. So, we have to spend extra time learning and doing that. Another issue is that my client is from Malaysia, thus he’ll communicate with me and I’ll have to pass down the message clearly to my teammates.