**Chapter 6 – Conclusion**

6.1- Introduction

This chapter highlights the lessons learned while working on the U-Star Digital project to design a Computer Hardware Purchasing and Troubleshooting Assistant Management System. It also makes suggestions for future improvements to the system's performance and usability.

6.2 - Critical evaluation of the project

U-Star Digital currently does not have a system in place to link its shopping operations. To capture client information, their employees use spreadsheet programs and manual (paper papers). There is less integrity, the workload for the staff and their clients is high, inaccurate data levels occur, and all procedures are highly slow, time-consuming, and difficult to manage due to the use of paper documents and spreadsheets for data recording and data analysis.

The proposed solution was created to address those flaws while also improving their entire business process. The system was created with the most up-to-date development standards and technology in mind, as well as the requirement to expand and improve the business and the system in the future.

All the project's objectives were met exactly according to the client's specifications. End-user needs were gathered and examined before being transformed into a design model. For user engagement, the system's planned user interface was maintained basic and clear. After conducting a system evaluation, the system's weak points, flow, and errors were validated and verified. It was easy to determine whether the solution was a success and got the customer up to a satisfactory level by looking at user input and test results.

Finally, the client was satisfied with every module of the Web-Based Computer Hardware Purchasing and Troubleshooting Assistant Management System's functionality.

6.3 - Lesson learnt

This project was the first time I had worked on a real-world project. As a student who took on this project, this software development has provided me with a wealth of programming expertise. During the system's implementation, the programming skills learned in the previous semesters were put to use in a real-world setting.

Working on a project allowed me to obtain and improve soft skills including communication, creative thinking, logical thinking, decision making, positivism, motivation, problem-solving, understandability, writing skills, self-learning, researching skills, self-confidence, and so on.

6.4 - Future work

The customer can now manage and thus run the complete task in a lot better, more accurate, and error-free manner now that the planned software is available and fully functional. The following is the project's future scope.

**Creating a mobile application**

Users will be able to access and use the system more readily on their mobile devices thanks to the development of an interactive mobile application for this system.

**Integrating the Internet payment gateway**

Customers are allowed to make payments more readily if they have access to an internet payment gateway.

AI Base troubleshooting assistant

Suggests items for troubleshooter