PROJECT DOCUMENTATION

END PROJECT REPORT

Project: **E-commerce website for Caramels and Almonds**

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PRINCE2

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Owner: Dr. Yasas Jayaweera (Project Executive)

Client: Caramels and Almonds by Senuthi Wijesinghe

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Version No: 1.0

1 End Project Report History

1.1   Document Location

This document is only valid on the day it was printed.
The source of the document will be found on the project's PC in location.
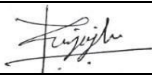
1.2   Revision History

Date of this revision: 08/08/2023
Date of Next revision:

Revision date	Previous revision date	Summary of Changes	Changes marked
08/08/2023	-	First issue	

1.3   Approvals

This document requires the following approvals.
Signed approval forms are filed in the Management section of the project files.

Name	Signature	Title	Date of Issue	Version
Dr. Yasas Jayaweera		Project Board	13/08/2023	1.0
Pruthuvi Wijesinghe	*(signature)*	Project Manager	13/08/2023	1.0
Miss. Senuthi Wijesinghe	*(signature)*	Client	13/08/2023	1.0

1.4   Distribution

This document has been distributed to:

Name	Title	Date of Issue	Version
Pruthuvi Wijesinghe	Project Manager	13/08/2023	1.0
R.S Senarathna	Quality Manager	13/08/2023	1.0
A.S De Silva	Risk Manager	13/08/2023	1.0
H.M. Pumudi Herath	Start-up Manager	13/08/2023	1.0
Hasini Jayasekara Vithanage	Scheduling Manager	13/08/2023	1.0

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Project End Report

2.1 Project Manager's Report

Name of the Project: E-commerce website for Caramels and Almonds

Client Information:

- Name: Senuthi Wijesinghe
- Address: No. 391/143, 7th Lane, Walawwatta, Welipillawa, Ganemulla.
- E-mail: caramolsandalmonds@gmail.com
- Phone: +94773404532

Project Management Team:

- Project Manager – Pruthuvi Wijesinghe
- Quality Manager – R.S Senarathna
- Risk Manager – A.S De Silva
- Start-up Manager – H.M. Pumudi Herath
- Scheduling Manager – Hasini Jayasekara Vithanage

Project Management Group: Group 05

Project Start Date: 12th June 2023

Project End Date: 14th August 2023

Total Budget: LKR 140,000.00

Product Performance:

Caramels and Almonds is an online cake store and a well-reputed online cake business in Sri Lanka. The system was developed to offer a practical and efficient solution that enables the administrator (owner) to monitor and regulate her daily sales online with the use of a simplified admin panel. In accordance with the client's requests, it also includes an online payment mechanism. To make certain that all of the client's capabilities were effectively implemented, the completed system was tested and reviewed.

Application Requirements

The project contains following features;

Admin

- Login, sign up, logout
- Add/update/delete functions
- View and manage customer orders
- Manage cake categories
- Update the availability of cakes

Users

- Login, sign up, logout
- Search desired cakes
- View available cakes
- View cake descriptions
- Add-to-cart function
- View and manage the shopping cart
- Place orders by doing selecting a payment option
- AI-based chatbot
- Get discounts from the spinning wheel

Project Scope

The product scope defines the specific features and functionalities that were developed for this website. It sets clear boundaries for the project and provides a comprehensive understanding of what the final product includes, ensuring all stakeholders are aligned on the desired outcome. By eliminating the need to handle orders that are placed through WhatsApp and Instagram, this system assists users in maintaining their profiles, purchases, and transactions. The website created for 'Caramels and Almonds' offers user registration and login functionality, a cake catalog with organized categories, and detailed product pages. It has a shopping cart for easy ordering and a secure payment gateway. The AI-based chatbot provides instant customer support. Also, the spinning wheel offers

users discounts. The website features a responsive design for a seamless user experience. The admin panel enables efficient management of cakes and orders. The final product is an intuitive website that makes it simple for customers to place orders from a distance. By utilizing modern technology, the system and transactions are more productive, efficient, and time-saving.

2.2 Review of the Business Case

There is a strong business rationale for implementing an AI-based chatbot on the website of the "Caramels and Almonds" online cake store. The AI chatbot enhances the customer experience by offering rapid, personalized assistance, which raises customer happiness and engagement. Additionally, it simplifies communication procedures, increasing productivity and lowering costs. Additionally, the chatbot's capacity to cross-sell, upsell, and promote products improves sales and conversion rates. The chatbot guarantees regular service and adds to a strong brand reputation because of its scalability and 24/7 availability. Additionally, "Caramels and Almonds" adds ease and centralized order administration by integrating capabilities to organize orders and send social media orders to the website. This connection improves operational efficiency by streamlining the ordering process and lowering human labor requirements. Data-driven decision-making is made possible by data insights gleaned from customer interactions, and "Caramels and Almonds" has a competitive edge over its rivals thanks to the Chatbot's creative and customer-focused approach.

The team assigned to the project created and provided documents that are related to the project, held weekly client meetings throughout the entirety of the project, submitted and demonstrated prototypes and stages of the project to the client from time to time, and worked closely with the client when designing the desktop application to match their needs.

However, the project includes not only benefits but also risks. The risks are associated with various aspects of the system. The risks that involve the system are listed below:

- Estimate issues
- Communication problems
- Lack of time

- Overloading requirement changes
- Lack of resources
- High cost of products

2.3 Benefits Expected

- Increase the management efficiency of the company.
- Boost the product's quality.
- Enhance client satisfaction and experience.
- Automated Draw using a Spinning Wheel.
- Customer support via the chatbot.

2.4 Review of Project Objectives

This project evaluation considers time, budget, objectives, and scope. The anticipated benefits and risks of the project are also described in this chapter. Additionally, the efficiency of the methods employed throughout the procedure will be evaluated in this section.

Project Objectives

- To develop an informative and user-friendly website.
- To meet the expectations of the client.
- To provide a reliable and efficient system.
- To provide the institution with better exposure.
- To provide an AI-based chatbot assistance.
- To integrate a spinning wheel option.

Review:

The final system encounters the objectives set by the project team following the requirements gathered from the client.

2.5 Quality Expectations

- Functionality: Ensure that the website is functioning properly in every section so that the client will receive a fully functional website.

- Usability: The development of this website should be done in accordance with the standards and limitations specified during the planning stage. Each component should be evaluated in various kinds of expected and unexpected situations. Make sure that the website regularly produces the outcomes the client is looking for.

- Maintainability: The website should be able to change and expand functionality, as well as address problems.

- Learnability: Any user should be able to make use of this website with minimal IT knowledge.

- Responsiveness: Any modern web browser and any current device, such as a computer or a smartphone, must be able to view the system.

- Appearance: The proposed website should have a professional appearance with user-friendly interfaces.

- Reliability: When expected, the website should be able to consistently and correctly carry out its intended functions.

Review:

The final system encounters the quality expected by the project team in requirement gathered from the client.

2.6 Project Constraints

The project has received a detailed study of the possible risks that may arise. Despite the reality that the project had adopted steps to prevent problems, just a few were discovered. The project's 'Risk Log Version 1.6' reveals potential and actual issues. The project constraints were successfully overcome, and the project has been completed within the given time and the estimated budget. Besides, all the necessary client documents have been collected on time.

Risks:

A complete and detailed breakdown of the risks associated with the project can be found within the latest version of the Risk Log.

Review:

All the risks were avoided by the project team and the project has been completed successfully.

Scope:

The product scope defines the specific features and functionalities that will be developed for the website. It sets clear boundaries for the project and provides a comprehensive understanding of what the final product will include, ensuring all stakeholders are aligned on the desired outcome. By eliminating the need to handle orders that are placed through WhatsApp and Instagram, this system will assist users in maintaining their profiles, purchases, and transactions. The website created for 'Caramels and Almonds' offers user registration and login functionality, a cake catalog with organized categories, and detailed product pages. It has a shopping cart for easy ordering and a secure payment gateway. An AI-based chatbot provides instant customer support. The website features a responsive design for a seamless user experience. The admin panel enables efficient management of cakes and orders. The final product is an intuitive website that makes it simple for customers to place orders from a distance. By utilizing modern technology (an AI-based chatbot), the system and transactions will be more productive, efficient, and time-saving.

2.7 Review of Team Performance

Pruthuvi Wijesinghe (Project Manager)

The project manager has a thorough understanding of the team members' responsibilities. Tasks were appropriately allotted to each member after proper planning according to the client's requirements. He made certain that the timeframe was well specified and that tasks were assigned appropriately in order to meet the project's objectives. In addition, the project manager did his utmost to keep all of the participants interested and on track.

R.S Senarathna (Quality Manager)

He was able to generate the necessary documents to ensure the system's quality. He also collaborated with the developers on unit and other system testing to assure the system's quality. He also attended all of the board meetings, where he was able to keep up with the project's progress and brief the team on his testing progress. Also, he helped the scheduling manager by creating certain diagrams and documents. In addition, he was able to perfectly complete the project while working as one of the developers, which would greatly enhance his abilities in his career.

A.S De Silva (Risk Manager)

One of the key advantages for the risk manager was that she gained experience in risk identification and risk mitigation strategies. Since there are risks and challenges with every project, having this talent would be useful in the workplace. The risk manager was able to identify the potential risks, conduct risk assessments, and develop risk mitigation strategies. Additionally, she managed to finish the project in an elegant manner while working as one of the developers, which would considerably highlight her abilities in the job market. She also prepared the risk plans, risk logs, and risk register.

H.M. Pumudi Herath (Start-up Manager)

Facilitated effective communication between the client and project team. Built a strong relationship with the client throughout the project. Collected and documented the client's requirements. Ensured client satisfaction throughout the project life cycle. Allocated the necessary resources for the project team. Define and managed the project scope.

Hasini Jayasekara Vithanage (Scheduling Manager)

Throughout the project, the Scheduling Manager was in charge of writing documentation and diagrams. She completed all of the project's required documentation in a timely manner. She also ensured that other members of the team were aware of the documents that had been prepared by sharing them with them. She was also kept informed on the project's progress.

2.8 Lessons Learned Report

The lessons learned report version 1.0 document is uploaded to the project's Github repository.

(https://github.com/PruthuviWijesinghe00/SPPM-

Project/blob/main/Week%2009%20docs/Lessons%20Learned%20Report.pdf)

2.9 Review of Products

Table 2.9. 1: Review of Products

Product Name	Quality Record		Approval Recode	Off - Specifications
	Planned	Completed		
Project Prototype	28/07/2023	29/07/2023	Highlight Report 2	-
Finalized Software	12/08/2023	13/08/2023	Product End Report	-