

Assignment

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Problem:- A Company facing issue with its current customer feedback collection purpose. The manual process involve physical form and spreadsheet leading to slow data aggregation and delayed customer satisfaction.

Executive summary snapshot.

- The company current method of collecting customer feedback is inefficient - data collection is slow and prone to error due to manual entry physical form.

finding:-

- High error rate in data entry.
- Delay in generating report.

scope:-

- Design and development of an online feedback collection platform.

- Training for staff on using new system.

Proposed solution:-

- Implement an online feedback system that automates data collection through digital form.

Project Discription.

- To enhance the efficiency and accuracy of customer feedback collection and analysis.

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- leading to Improve decision - Making a faster Response to customer Needs.

Current Solution:-

- Manual feedback form and spreadsheet.

* challenges:-

- High error rate due to Manual data entry.
- Time-consuming data aggregation.

Project Goals:-

- Automate feedback collection.
- Improve data accuracy.
- enable Real-time Reporting.

Project Task:-

- Requirement Gathering:- Define Need and specification for online feedback system.
- system design:- Create a detailed design for the platform, including user interface and Reporting feature.
- Development:- Build the online feedback system based on design specification.

cost.

Estimated Budget: \$ 75,000

break down

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- Development :- \$40,000
- Integration :- \$10,000
- Testing :- \$15,000
- Deployment & Training :- \$10,000.