

# Questionnaire for Enchanted Eden

## Mini Project

### **1. How do customers currently purchase products or request services through the existing system?**

Customers typically visit the nursery in person, where they browse through the available plants, seeds, and services, make their selections based on their needs, and complete their purchases directly at the nursery.

### **2. What categories of products are offered by your business?**

The nursery offers a variety of products, including seeds, fruiting plants, and vegetables. There are plans to expand the product range to include fertilizers, gardening tools, and accessories in the near future.

### **3. How are products organized and identified in the current system?**

Products are systematically organized into different sections within the nursery, categorized based on product type (e.g., seeds, plants) and their varieties. This ensures that customers can easily find the items they are looking for.

### **4. How are bulk orders managed in the current system?**

Bulk orders are handled by allowing customers to either pick up the products directly from the nursery or arrange for delivery using the nursery's designated vehicle. The system is designed to manage large orders efficiently, ensuring customer satisfaction.

### **5. How is the stock of products currently managed?**

The stock of products is managed manually through inventory tracking. Staff members regularly update inventory logs, monitor stock levels, and replenish products when necessary to avoid shortages and meet customer demand.

### **6. How are payments currently handled, and what payment methods are supported?**

Payments are processed in person at the nursery, with customers able to pay using cash or digital methods such as Google Pay. The payment process is completed at the point of sale during the customer's visit.

### **7. How are customer inquiries and support requests managed?**

Customer inquiries and support requests are handled through phone calls, emails, or in-person visits to the nursery. Staff are trained to respond promptly and address customer concerns in a timely and efficient manner.

### **8. What processes are in place for handling returns and exchanges?**

Returns and exchanges are managed in person at the nursery. Customers bring the product they wish to return, and the staff assesses the item before processing a refund or providing a replacement as per the customer's request.

### **9. How do you gather feedback from customers regarding their purchasing experience?**

Feedback is collected through multiple channels, including feedback forms available at the nursery, follow-up emails, and direct conversations with customers during their visits. This feedback is used to improve products and services.

**10. Are there any plans to introduce online services for purchasing products?**

Yes, the nursery is considering the introduction of an online ordering system in the future, which would allow customers to browse products online, place orders, and either pick them up at the nursery or have them delivered. This is part of an ongoing effort to improve convenience and expand the customer base.

**Main Project**

**1. How do you currently handle the product browsing experience for customers, and what improvements would you like in the online system?**

Currently, customers visit the nursery in person and browse the plants physically. They can see the products, ask questions, and make purchases directly. For the online system, I would like to allow customers to browse products easily, filter them by sunlight, water needs, and climate, and view detailed information online.

**2. Can you describe how you want to offer plant care recommendations to your registered users?**

For registered users, I want the system to give personalized plant care tips based on the plants they choose. For example, if someone buys a specific plant, it should provide watering, sunlight, and temperature requirements, along with suggestions on how to keep the plant healthy.

**3. How do you think real-time order tracking will benefit your customers?**

Real-time order tracking will help customers know exactly where their orders are and when they will arrive. It will be especially useful for people who are eagerly waiting for their plants or gardening products to be delivered.

**4. What do you think about the AR feature that lets users see plants in their space before buying?**

The AR feature is a great idea! It will allow customers to see how a plant looks in their garden or home before buying it. This way, they can make better decisions about which plants will fit their space and needs.

**5. How would you like the AI tools to work for diagnosing plant health problems?**

The AI tools should allow customers to upload pictures of their plants. Based on these pictures, the system should suggest possible diseases or pests and give solutions. This would be a huge help for users who are unsure about plant health issues.

**6. How do you currently manage customer support, and how would you like to improve it online?**

Currently, customer support is provided through phone calls, emails, and in-person visits. I would like to offer more online support through live Q&A with gardening experts, chat with support staff, and an AI chatbot for quick answers. This would make it easier for customers to get the help they need.

**7. What tasks would you expect the administrative staff to handle in the online system?**

The administrative staff should be responsible for managing the product inventory, ensuring stock levels are up to date, and monitoring order statuses. They should also help schedule expert Q&A sessions, generate sales reports, and keep track of customer feedback.

**8. How can gardening experts add value to the platform and help your customers?**

Experts can add value by offering advice through live Q&A sessions. They can also review plant health reports submitted by customers and give personalized care tips. Experts can write educational blogs, create tutorials, and interact directly with users via chat to guide them in their gardening journey.

**9. How will delivery personnel use the system to ensure timely deliveries?**

Delivery personnel will be able to view order details and delivery routes on the system, which will help them plan the deliveries efficiently. They will confirm deliveries by scanning QR codes and update delivery statuses in real time. Communication with customers will also be key to ensure everything goes smoothly.

**10. How will you collect and use customer feedback to improve your services and products?**

I plan to collect customer feedback through online reviews, surveys, and direct interactions. This feedback will help me understand what works and what needs improvement. Based on customer suggestions, I can update the product range, improve services, and add new features to the system to meet their needs.