Group 07
Computer Store
Management System
With AI Chat Bot

Analysis Report

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February 2024

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Chapter 1 - Introduction

1.1 Project Relevance

The project aims to address the inefficiencies and challenges faced by RK Computers and CCTV Operators, a shop in Ambalangoda, by implementing a comprehensive computer shop management system with AI chatbot integration. This system will streamline day-to-day operations, enhance customer service, and improve overall efficiency.

1.2 Initiation of the Project

The project was initiated in response to identified shortcomings in the existing system, including time wastage, inefficiencies in handling activities, and difficulties faced by employees and customers. Feedback from both internal stakeholders and customers may have prompted the need for a new system.

1.3 Brief Description of the Organization

RK Computers and CCTV Operators is a shop located in Ambalangoda that sells computers, parts, accessories, and offers repair services to customers. The organization handles a complex digital database system for its day-to-day activities but faces challenges in terms of efficiency and effectiveness.

1.4 Vision for Project Completion

The vision for project completion includes achieving significant improvements in operational efficiency, customer satisfaction, and data management. The successful implementation of the computer shop management system with AI chatbot integration will result in smoother operations, streamlined processes, and enhanced communication with both customers and suppliers.

Chapter 2 - Fact Finding

2.1 Justification of Fact-Finding Techniques Used

Fact-finding techniques such as interviews, surveys, and observations were employed to gather comprehensive information about the existing system and its challenges. These techniques were chosen for their ability to capture insights from both employees and customers, ensuring a holistic understanding of the requirements.

2.2 Completeness and Quality of Fact-Finding

The fact-finding process yielded detailed and accurate information about the current system, its functionalities, and the issues faced by RK Computers and CCTV Operators. The data collected provided a thorough understanding of the challenges and requirements, ensuring the new system would effectively address the identified issues.

Chapter 3 - Description of Current System

3.1 Narrative

3.2 Detailed Process Flows (DFD)

3.3 Problems and Limitations of the Current System

The current system faces several challenges, including inefficiencies, time wastage, and difficulties in handling certain activities. These problems impact both employees and customers, leading to suboptimal performance and decreased satisfaction levels.

3.4 Scope and Constraints

he scope of the project encompasses the development and implementation of a computer shop management system with AI chatbot integration to address the identified challenges. Constraints such as budgetary limitations, time constraints, and technological considerations will be taken into account during the project's execution.

Chapter 4 - Requirement Specification for New System