**GENERAL SIR JOHN KOTELAWALA** Group project in Software

**DEFENCE UNIVERSITY** Development

Faculty of Computing Group 07

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| SOFTWARE DEVELOPMENT SERVICES REQUEST FORM | |
| **REQUEST INFORMATION** | |
| NAME: | |
| COMPANY NAME: | |
| ADDRESS: | |
| TEL: | |
| **SERVICE REQUEST** | |
| New application | |
| Enhancement(s) to existing application. | |
| Replace an existing application. | |
| Automate a current manual process. | |
| Other | |
| **DETAILED DESCRIPTION OF THE REQUESTED SERVICES** | |
| Inventory Management System:  We are seeking a robust Inventory Management Software that will enable us to monitor stock levels, manage product variations, and automate reordering processes. Additionally, we request the integration of automated alerts to notify our staff when stock levels fall below predetermined thresholds, ensuring proactive inventory management.  E-commerce Integration:  To fortify our online presence, we are in need of a comprehensive E-commerce Platform for seamless product sales, order management, and secure payment processing. Your expertise in developing user-friendly and secure platforms aligns with our vision for an exceptional online retail experience.  Personalized Product Recommendations and Upselling:  We aim to implement personalized product recommendations based on customer purchase history and preferences. Your proficiency in developing algorithms that strategically promote relevant products will greatly contribute to enhancing customer satisfaction and driving increased sales through effective upselling.  Customer Support and FAQ Integration:  Efficient customer support is a priority for us. We are looking for integrated Customer Support functionalities within our chatbot to assist customers with common inquiries and issues promptly. Your experience in implementing responsive support mechanisms is crucial for ensuring a positive customer experience.  Point-of-Sale (POS) Integration:  Ensuring a smooth transaction experience is paramount. We request your assistance in integrating our systems with leading payment gateways and other POS systems to guarantee a secure, efficient, and user-friendly payment process for our customers. | |
| **WHAT BENEFITS WILL THIS SERVICES PROVIDE**. | |
| **Inventory Management System:**  Efficient Stock Monitoring: Real-time tracking of stock levels ensures optimal inventory management and prevents stockouts or overstock situations.  Automated Reordering: Streamlined reordering processes reduce manual workload, minimize errors, and ensure timely replenishment of stock.  Proactive Alerts: Automated alerts provide timely notifications, allowing staff to take proactive measures in response to low stock levels, preventing disruptions in supply chain management.  **E-commerce Integration:**  Expanded Market Reach: An online platform enables the store to reach a wider audience, increasing market penetration and potential customer base.  Streamlined Transactions: The integration streamlines the sales process, making it more efficient and user-friendly for both customers and administrators.  Secure Payment Processing: Ensures secure and seamless payment transactions, enhancing trust and confidence among online customers.  **Personalized Product Recommendations and Upselling:**  Improved Customer Experience: Personalized recommendations based on customer preferences enhance the overall shopping experience, leading to higher customer satisfaction.  Increased Sales: Effective upselling strategies driven by customer purchase history can result in higher average transaction values and increased revenue.  **Customer Support and FAQ Integration:**  Enhanced Customer Satisfaction: Quick and efficient customer support through integrated functionalities improves customer satisfaction and loyalty.  Time and Cost Savings: Automated responses to common inquiries reduce the workload on customer support staff, saving time and operational costs.  **Point-of-Sale (POS) Integration:**  Seamless Transactions: Integration with payment gateways ensures smooth and secure transactions, reducing friction in the buying process.  Improved Operational Efficiency: Automation of payment processes enhances operational efficiency, allowing staff to focus on other critical aspects of customer service. | |
| **ATTACHMENTS** | |
| Request Memo/E-mail | |
| Analysis/Design hg | |
| **AUTHORIZATION** | |
| SIGNATURE: | DATE: |
| POSITION: |