

System Request for CSC Project

❖ **Project Sponsor:** Doaa Sayed – Head of Finance.

❖ **Business need:** The project was made to meet the needs of customers in saving time and effort in obtaining drinks and opening a new field of sale in the online field that is currently prevalent and to serve blind people by ordering the product by voice.

❖ **Business requirements:**

By using the application or the website, a person can search for the drink he wants to order, add it to the order basket, determine the time of arrival of the product to him, and pay electronically safely while maintaining his credit card information. The system should also provide a feature to search and dial by voice to facilitate use.

The system must provide the following:

- online access to information.
- capture customer demographic information.
- product search capabilities.
- management reports.
- online user support.
- Allow staff to work from any location that has an Internet connection and web browser.
- Synchronize orders on the system with the shipping company to provide fast delivery.
- Most online payment methods for ease of use.

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❖ Business value:

We expect that the system will be used by company owners and workers to save time, which helps in increasing the sale of products and increasing orders at a rate of approximately 30% compared to offline selling, which helps in increasing access to the site or downloading the applications, thus increasing profits.

- ✓ It is expected that the easy use of the system will have an opportunity to increase profits at a rate of 15% per year.
- ✓ The speed of shipment of the product and the presence of the system during the holidays can increase the sale by 20% per year.

❖ Special issues:

- The system must be in place within the next 3 months.
- The system must be operational by holiday shopping season
- If there is pressure on the site, it will lead to a disruption in the arrival of online orders.
- The shipping company delayed the delivery of orders.
- Disruption during holidays due to the absence of some workers.
- Server malfunction.
- The inability of advertising to communicate the goal of advertising the product.