FACULTY OF COMPUTING

SECD2613 - SYSTEM ANALYSIS AND DESIGN

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PHASE 3: ANALYSIS AND DESIGN

TITLE: ONLINE AGRO MARKETPLACE - AGROXPRESS

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1.0 Overview of the Project

Following the requirement gathering activities conducted in Phase 2, this phase focuses on analyzing the identified system needs and designing a practical solution for AgroXpress platform. The project aims to modernize the agricultural marketplace in Malaysia by creating a digital system that helps connect farmers, suppliers, delivery services, and customers all across Malaysia. AgroXpress is designed to address the inefficiencies found in traditional farming commerce, where small-scale producers are often restricted to local physical markets and face difficulties in reaching broader customer bases or accessing timely market information.

These challenges have led to issues such as limited income opportunities for farmers, poor coordination in product delivery, and increased food wastage. AgroXpress is meant to solve these problems by making it easier for producers and customers to interact directly through an online system. During this analysis and design phase, the system's features, functions, and structure are planned in detail. This includes the to-be system analysis and specifications, physical to-be system design, and system wireframes to show how the system will function and appear. These design tools ensure the system is well-structured, user-friendly, and suitable for real-world use, especially in rural communities.

2.0 Problem Statement

The development of AgroXpress is driven by several major challenges identified during the requirement gathering phase from the as-is system. These issues must be addressed to ensure the platform is effective, trustworthy, and widely adopted by users across the agricultural supply chain. The main problems are as follows:

1. Lack of Trust and Transparency

Many farmers and buyers are hesitant to participate in digital agriculture platforms due to concerns over fraud, unverified users, and unclear transaction processes. Without secure authentication, user verification, and transparent pricing, there is little trust in the system. This problem is more critical for users, especially users in rural areas, who may be unfamiliar with digital platforms or have previously experienced unreliable services. This lack of confidence in digital transactions discourages users from participating fully and can limit the success of the system.

2. Insufficient Customer Support

Another issue is the lack of proper customer service, which is especially problematic in rural or underserved areas. Users often face issues like failed transactions, delayed deliveries, or difficulties navigating the system. Without quick and accessible support options such as live chat, call centers, or chatbots, these users may feel abandoned and frustrated. This discourages continued use of the system and may result in negative user experiences that affect the platform's reputation.

3. Lack of Detailed and Standardized Product Information

Agricultural products can vary widely in terms of quality, size, origin, and suitability for different needs. However, the as-is systems fail to provide sufficient information about the products listed. Buyers may be left guessing about the quality or condition of a product, which can lead to dissatisfaction or disputes after purchase. Without a standardized way of presenting product details, it becomes harder for buyers to make informed decisions and trust what they are buying.

3.0 Proposed Solution

To overcome the key issues identified in the problem statement, AgroXpress is designed with specific features and functions aimed at improving trust, support, and information quality. The following solutions are integrated into the system analysis and design phase:

1. Enhancing Trust and Transparency

AgroXpress platform includes secure login features, third-party user verification, and a secure payment module to reduce fraud. A rating and review system is integrated into the design to help users assess credibility. These features are reflected in the to-be logical DFD, such as user authentication, transaction process and wireframes, where verified badges and transaction history are displayed. Real-time order tracking also improves transparency and user confidence.

2. Improving Customer Support

To solve the problem of weak customer support, the system includes multiple communication channels. The design includes chatbot functionality for quick responses, a live chat feature for direct communication, and escalation flows for unresolved issues. These support functions are designed in the to-be system's DFDs and appear in the wireframes as accessible help buttons on every page. The support module aims to handle disputes, technical issues, and payment inquiries efficiently, ensuring that users can easily access help and receive timely responses, improving their overall experience with the system.

3. Standardizing Product Information

The lack of standardized and detailed product information is addressed through structured product listing templates and content rules. During the design phase, specific fields for product origin, product ingredients, packaging, and usage guidelines were integrated into the item upload interface. The system also supports image uploads, certificates, and video demos, which are represented in the wireframe layouts. Buyers can view these enriched product details to make decisions, reducing the chances of disputes or returns. By enforcing a uniform data structure, AgroXpress enhances listing quality, improves transparency, and builds buyer confidence.

4.0 Current Business Process/Workflow

The current business process of the PPNJ online shop system involves three primary stakeholders: customers, administrators, and vendors. The platform mainly facilitates online purchasing, order processing, and product delivery.

4.1 Stakeholders Workflow

4.1.1 Customer

The process begins when the customer accesses the PPNJ online shop website. Customers can either search for products using the search function or browse through the available categories. Upon selecting a product, customers can view essential information such as product specifications, pricing, and stock status. Customers can then add their chosen items to the shopping cart and decide whether to continue shopping or proceed to checkout. During the checkout process, customers provide delivery details and make payment through the online payment gateway. If the payment is successful, an order confirmation will be sent to the customer, who then waits for the product to be delivered. If the payment fails, the customer will receive a payment error notification.

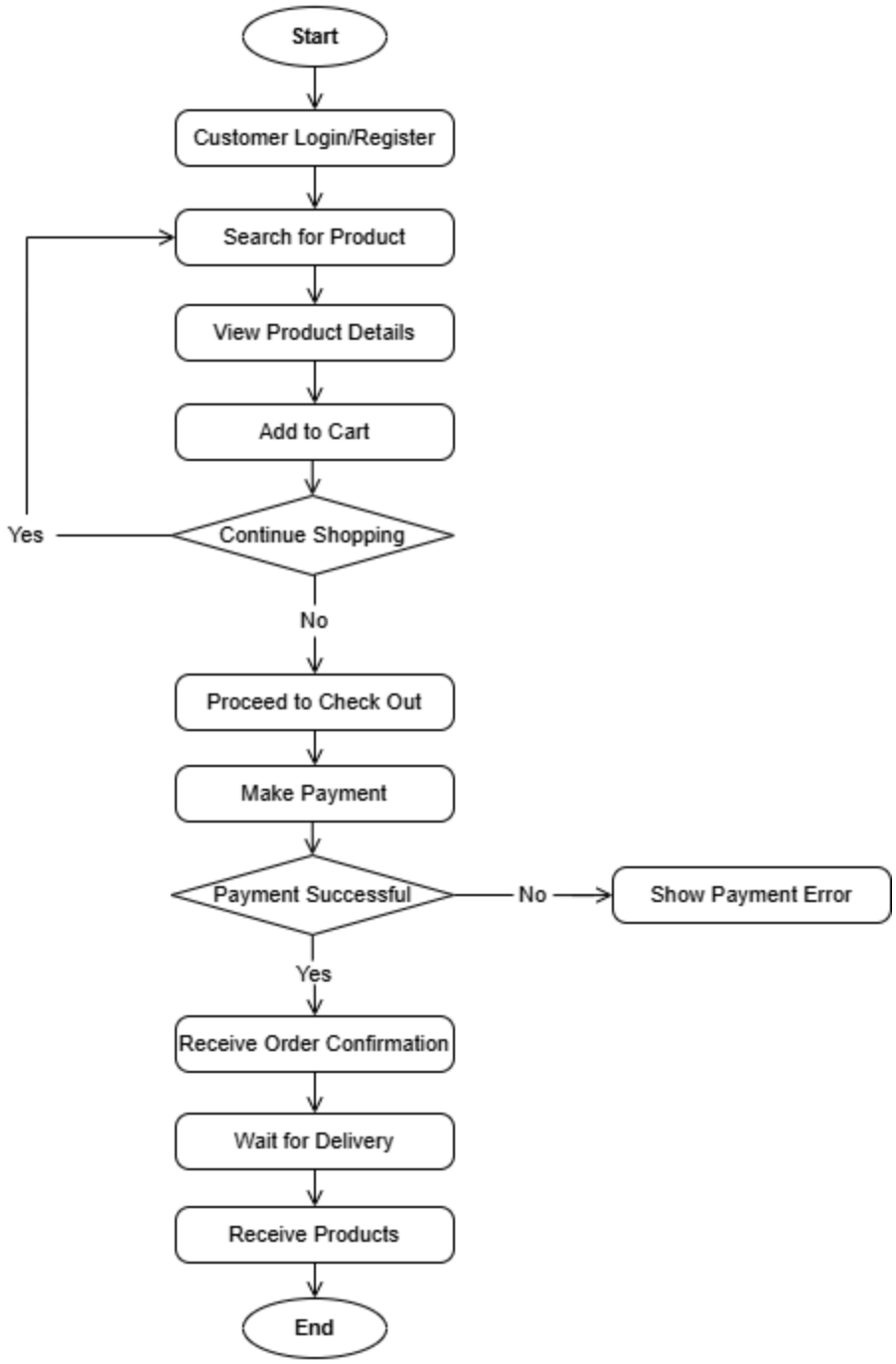


Diagram 4.1.1 Customer Workflow for based on AS-IS System

4.1.2 Vendor

For vendors, the process begins by logging into the vendor dashboard. Vendors are responsible for managing their product listings, including adding new products, updating stock levels, and adjusting prices. When vendors receive a new order notification, they prepare the products for delivery, ensuring careful handling, especially for items that are temperature-sensitive such as frozen and marinated foods. Vendors arrange the delivery and update the admin once the order has been shipped or delivered to the customer. Vendors rely on the admin to settle payments for successfully completed and confirmed orders.

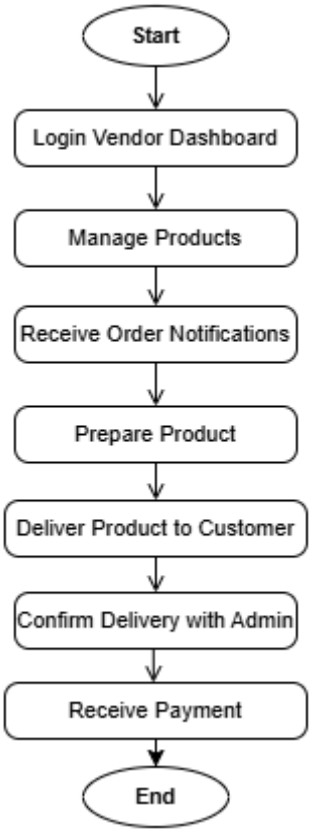


Diagram 4.1.2 Vendor Workflow based on AS-IS System

4.1.3 Admin

The admin is in charge of overseeing the entire PPNJ online shop operation. This includes reviewing and approving product listings submitted by vendors. If a product listing is rejected, the admin will notify the vendor. The admin also informs vendors to process customer orders and closely monitors the fulfillment process to ensure timely and satisfactory deliveries. Once the delivery is confirmed, the admin updates the order status and proceeds with releasing payment to the vendor. Additionally, the admin is responsible for generating regular sales and payment reports to support decision-making and performance tracking.

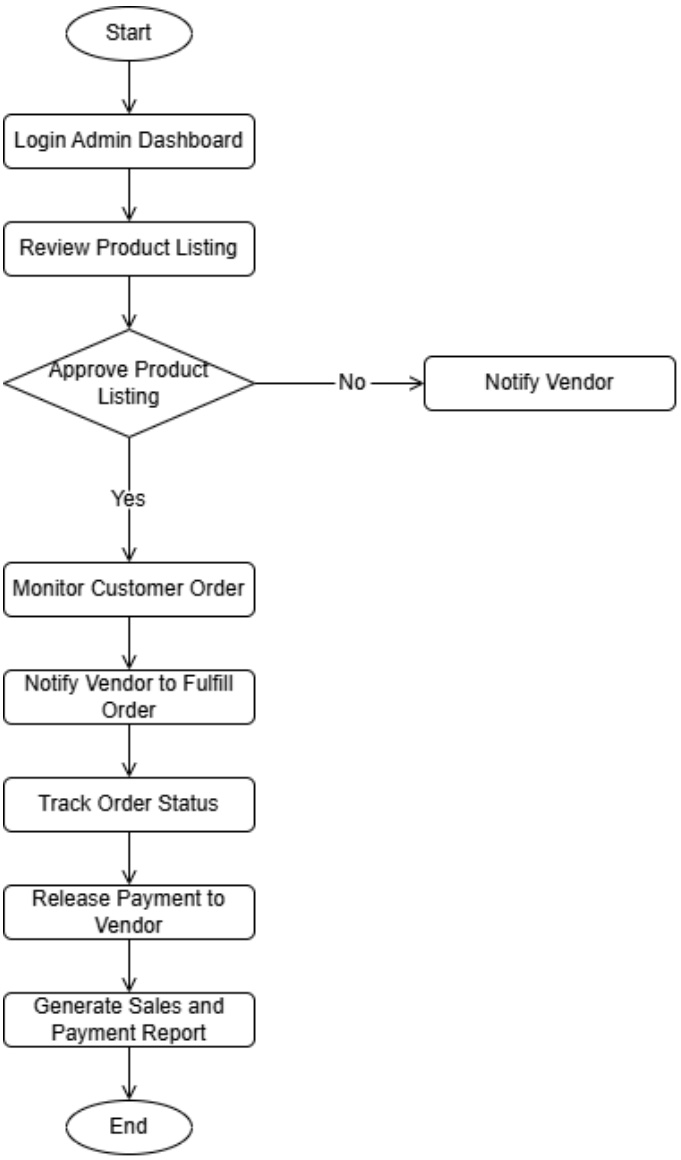


Diagram 4.1.3 Admin Workflow based on AS-IS System

5.0 Logical DFD (AS-IS)

This section presents the Logical Data Flow Diagram (DFD) for the AS-IS system. The Logical DFD illustrates the flow of data between key processes, external entities, and data stores without focusing on the physical implementation of the system. It helps to identify how information is currently processed, which functions interact with users, and how data is stored or retrieved. Understanding this structure is essential for analyzing system weaknesses, improving efficiency, and designing an improved TO-BE system in later phases.

5.1 Context Diagram

This section shows the Context Diagram for the current AS-IS system. It provides a high-level overview of the system's interactions with external entities and outlines the main data flows in and out of the system.

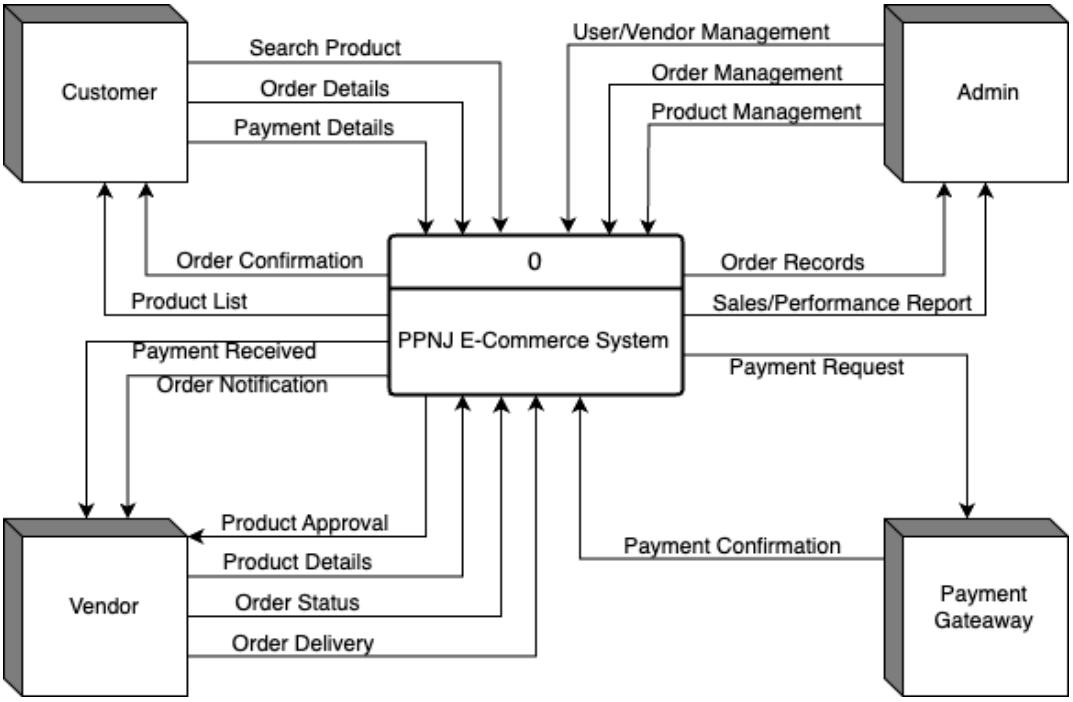


Diagram 5.1.1 Context Diagram for AS-IS System

5.2 Diagram 0

The following diagram illustrates the Diagram 0 for the AS-IS system. Diagram 0 provides a more detailed view of the system, breaking down the main system process into its key processes. It shows how data flows between internal processes, data stores, and external entities, offering a clearer picture of how the system currently operates.

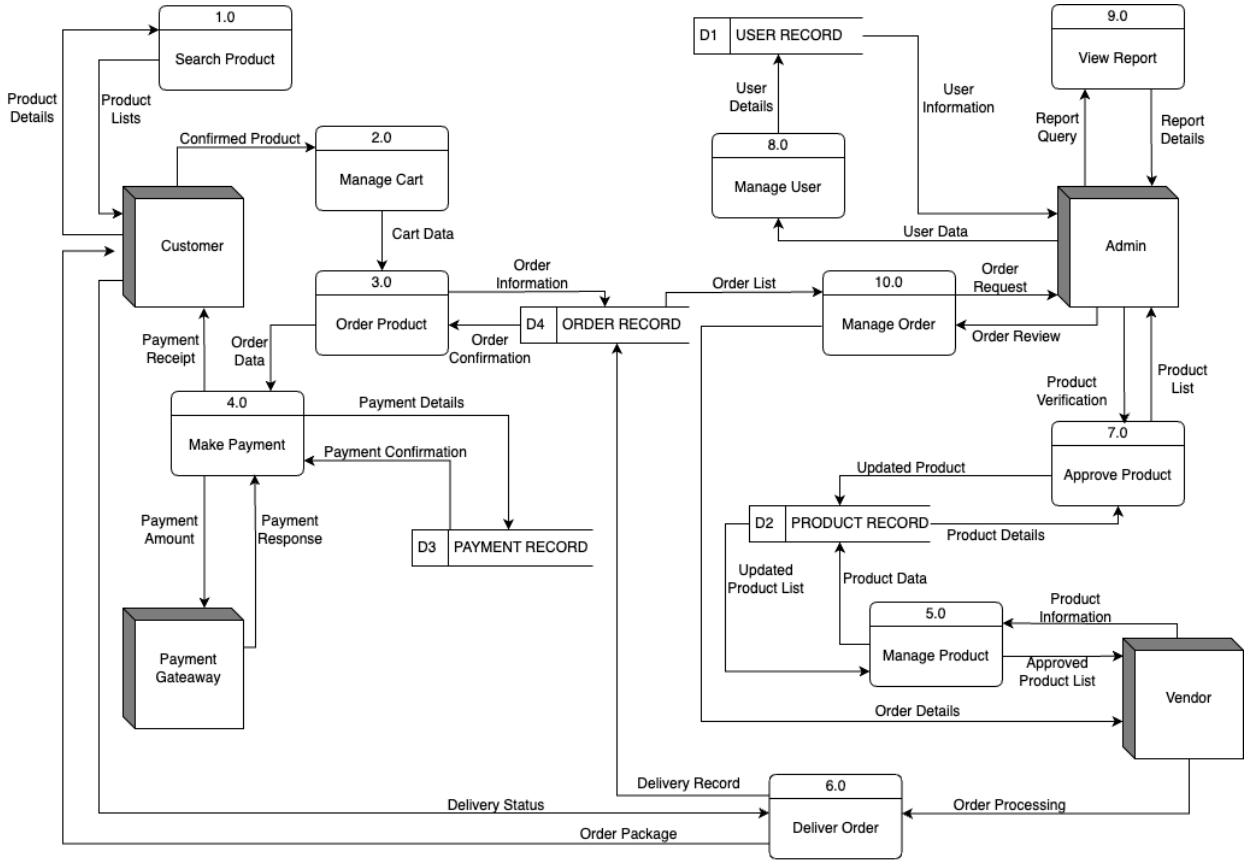


Diagram 5.2.1 Level 1 (Diagram 0) of AS-IS System

5.3 Child Diagram

To further understand the AS-IS system, the Child Diagram (Level 1 DFD) expands a main process from Diagram 0 into its sub-processes. It provides a detailed view of how data flows within that process, showing interactions with data stores and external entities. This helps to better understand the internal workings of the selected function and identify any potential issues or inefficiencies.

5.3.1 Child Diagram 2.0 Manage Cart

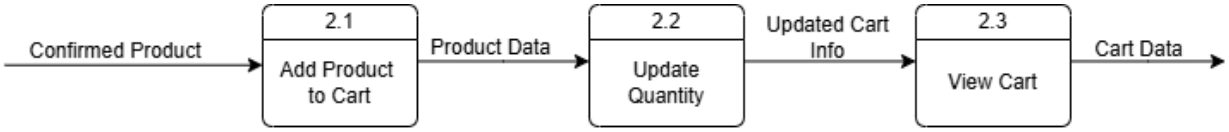


Diagram 5.4.3.1.1 Child Diagram 2.0 Manage Cart

5.3.2 Child Diagram 5.0 Manage Product

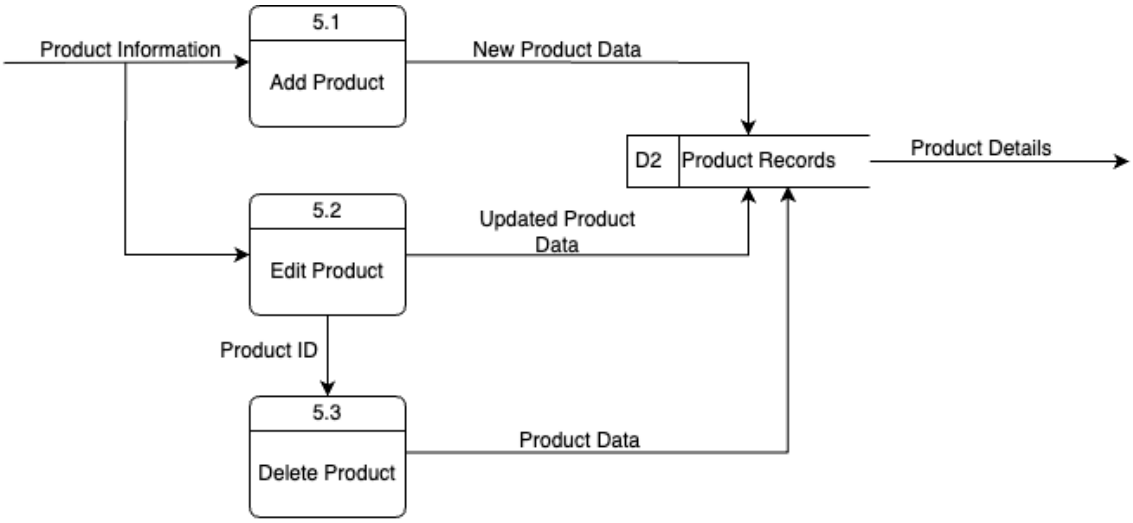


Diagram 5.4.3.3.1 Child Diagram 5.0 Manage Product

5.3.3 Child Diagram 7.0 Approve Product

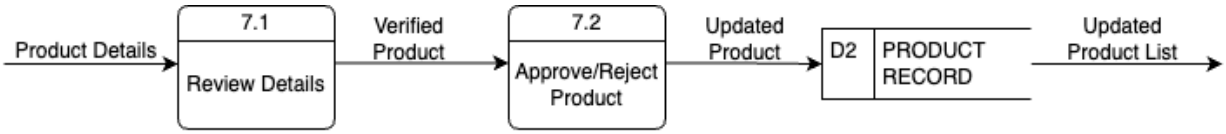


Diagram 5.4.3.4.1 Child Diagram 7.0 Approve Product

5.3.4 Child Diagram 8.0 Manage User

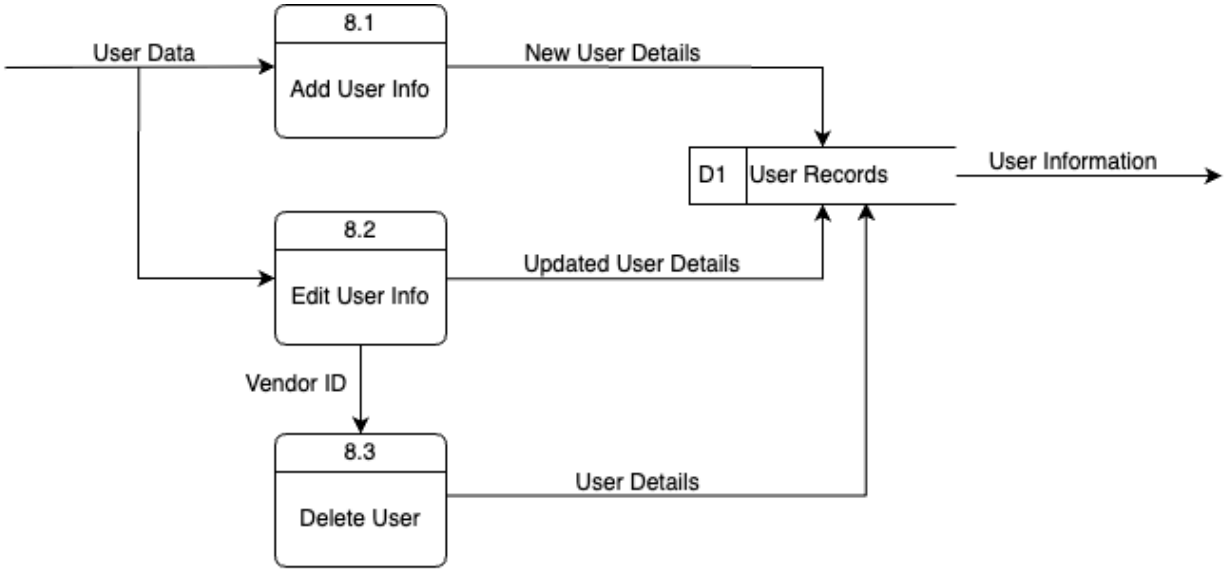


Diagram 5.4.3.5.1 Child Diagram 8.0 Manage User

6.0 System Analysis and Specification

This section explains the **Logical Data Flow Diagram (DFD) for the TO-BE system**. The TO-BE DFD shows how the new system will work, including how data moves between processes, external entities, and data stores. It helps to understand how the improved system will handle tasks, make work easier, and fix problems in the old system. This diagram is important to design a better system that works well and meets user needs.

6.1 Logical DFD TO-BE system

This part shows the **Logical DFD for the TO-BE system** step by step. It includes the **Context Diagram**, **Diagram 0**, and **Child Diagrams** to explain the processes in more detail.

6.1.1 Context Diagram

This section shows the **Context Diagram for the TO-BE system**. It gives a simple overview of the whole system and shows how it connects and shares data with outside people or systems.

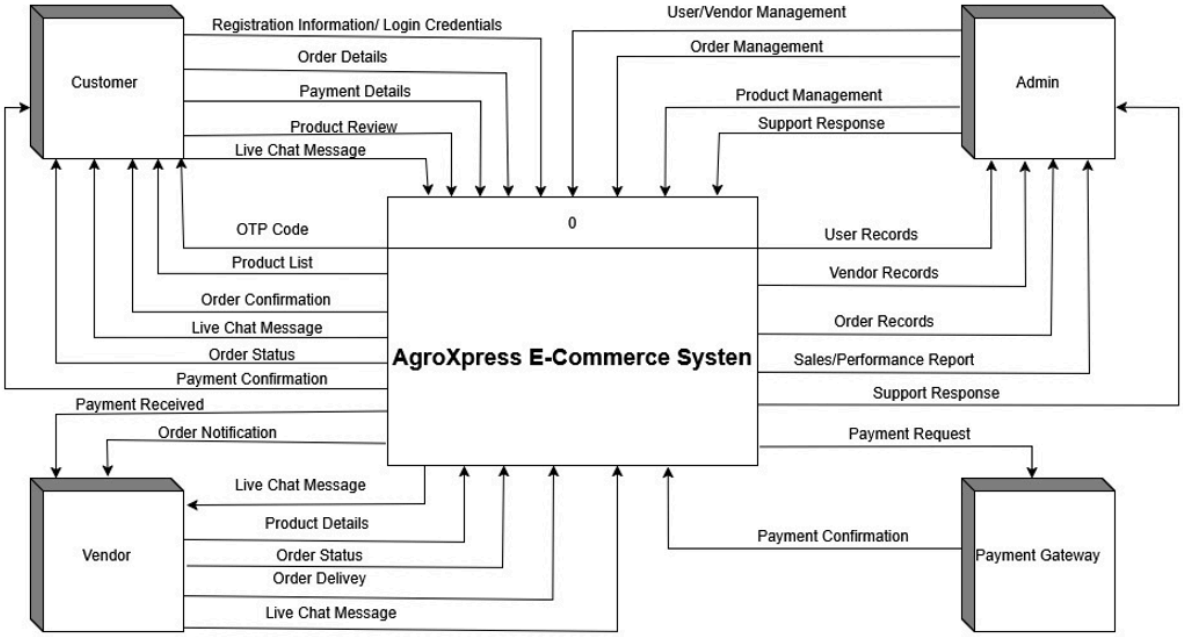


Diagram 6.1.1.1 Context Diagram for TO-BE System

6.1.2 Diagram 0

This part shows **Diagram 0 for the TO-BE system**. It explains the main processes and how data moves between them, as well as how the system connects to outside people and storage.

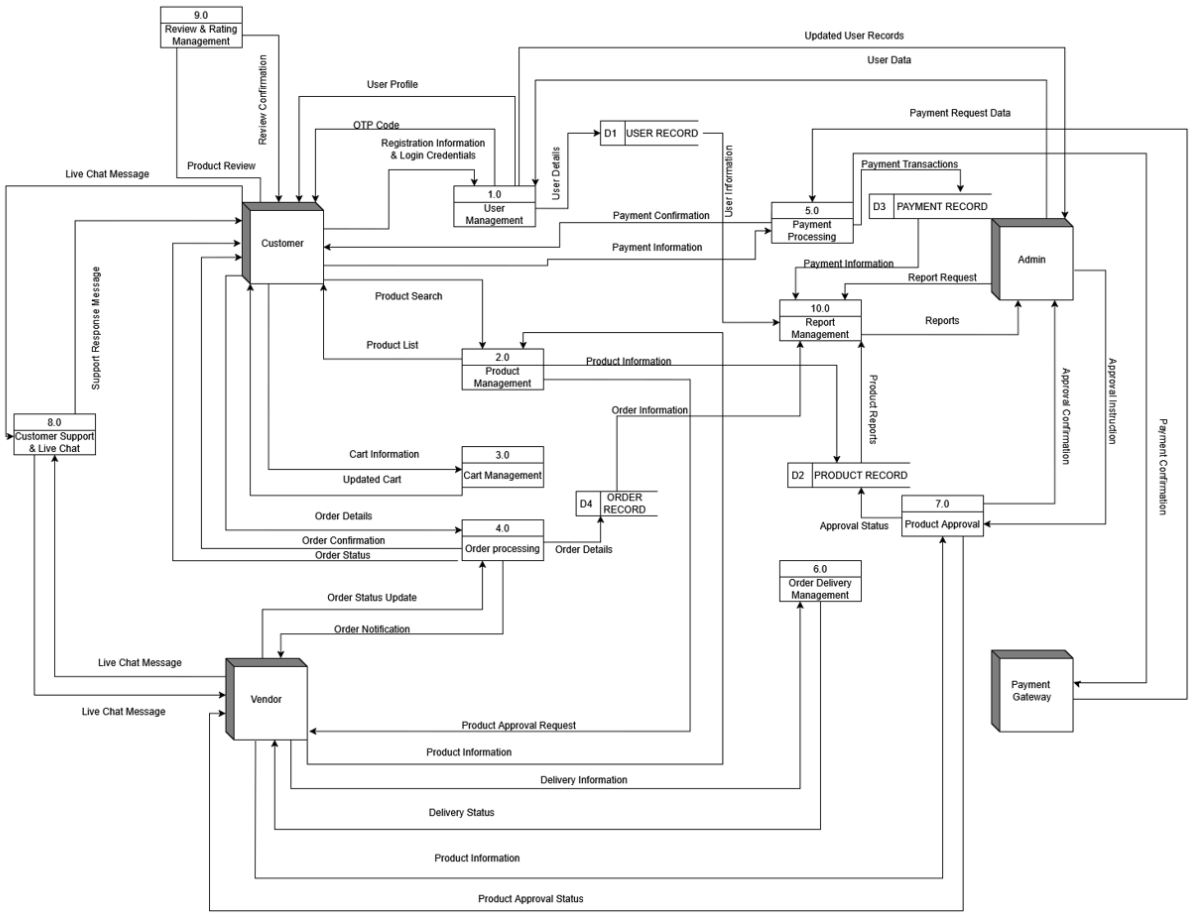


Diagram 6.1.2.1 Level 1 (Diagram 0) of AS-IS System

6.1.3 Child Diagram

This section shows **Child Diagrams** which give more details about the smaller processes from Diagram 0. It helps to understand each process more clearly.

6.1.3.1 Child Diagram 1.0 User Management

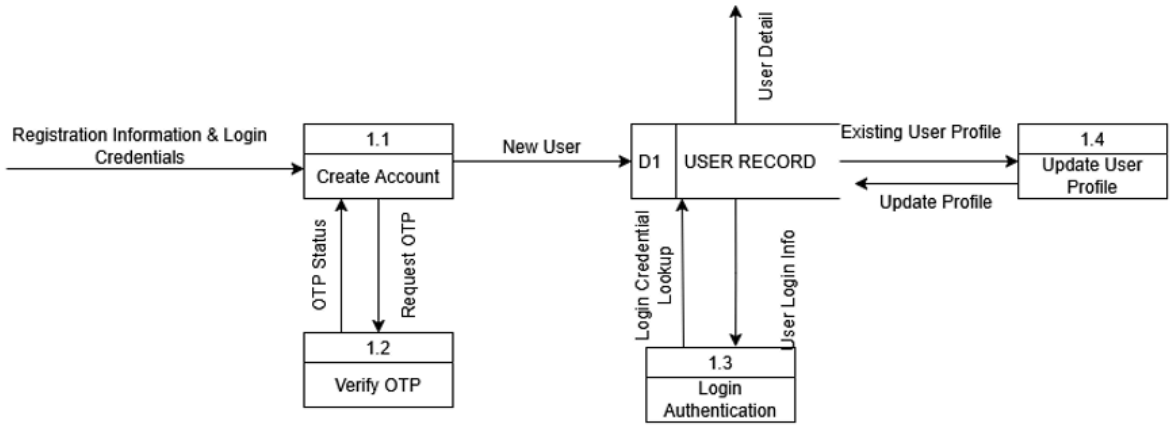


Diagram 6.1.3.1.1 Child Diagram 1.0 User Management

6.1.3.2 Child Diagram 2.0 Product Management

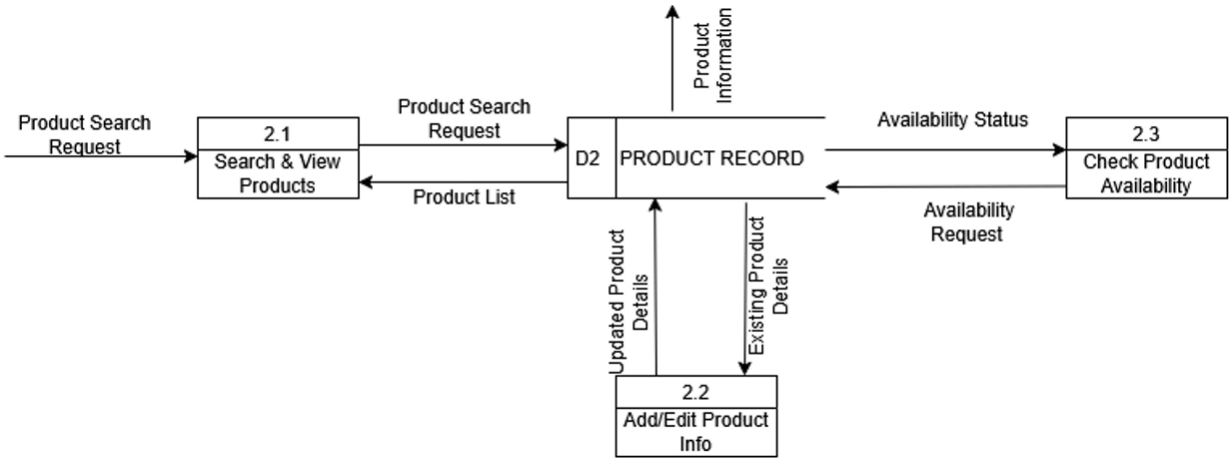


Diagram 6.1.3.2.1 Child Diagram 2.0 Product Management

6.1.3.3 Child Diagram 4.0 Order Processing

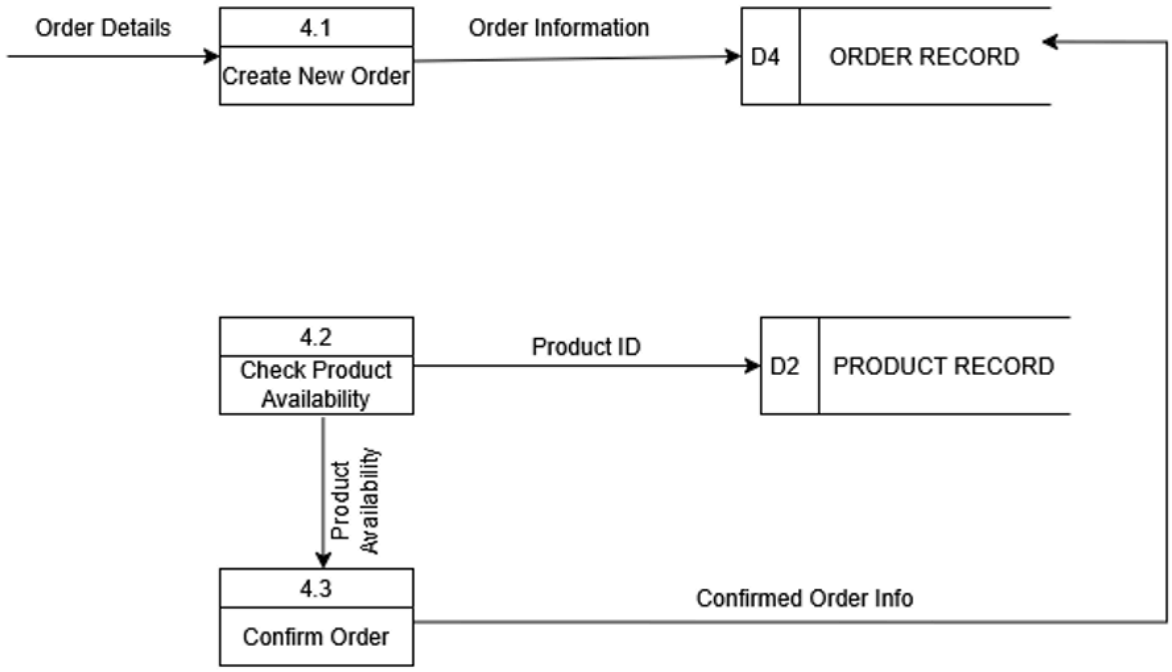


Diagram 6.1.3.3.1 Child Diagram 4.0 Order Processing

6.1.3.4 Child Diagram 5.0 Payment Processing

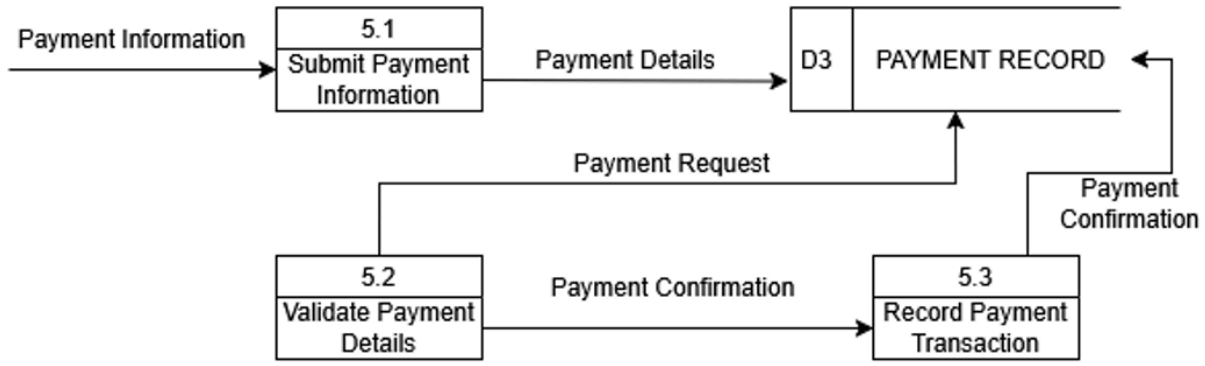


Diagram 6.1.3.4.1 Child Diagram 5.0 Payment Processing

6.2 Process Specification (based on Logical DFD TO-BE)

This section explains the Process Specifications for each process in the TO-BE system. It describes what data goes in, what happens to the data, and what comes out of each process.

Process No	Process Name	Input(s)	Processing Description	Output(s)
1.0	User Management	Registration Info, Login Credentials, Profile Update	Validate registration, authenticate login, manage user data	User Profile, OTP Code, Login Confirmation, Updated User Record
2.0	Product Management	Product Details, Updated Product Info, Search Request	Add/edit product data, manage listings, retrieve product catalog	Product Info Stored, Product Updated, Product List
3.0	Cart Management	Add/Remove Product, Update Quantity, View Cart Request	Store cart session, update items, retrieve current cart	Updated Cart, Cart Summary
4.0	Order Processing	Product Availability, Order Details , Shipping Info	Create new order from cart, check product stock, confirm order	Order Created, Order Confirmation
5.0	Payment Processing	Payment Info, Order ID	Validate transaction, confirm payment, store payment data	Payment Confirmation, Payment Receipt
6.0	Order Delivery Management	Confirmed Order, Delivery Address, Courier Info	Assign courier, track parcel, update delivery status	Delivery Status, Tracking Info
7.0	Product Approval	Product Submission, Edited Product	Admin reviews product, approve/reject listing	Approval Status, Product Feedback
8.0	Customer Support & Live Chat	Support Request, Live Chat Message	Chatbot response, live chat routing,	Chat Reply, Support Ticket,

9.0	Review & Rating Management	Submitted Review, Star Rating, Product ID	Store review, verify authenticity, link to product/vendor	Review Record, Rating Score
10.0	Report Management	Sales Data, Order Records, User Activity	Generate reports	Report

7.1 Physical DFD (TO-BE) System

The Physical Data Flow Diagram (DFD) for the TO-BE system illustrates how the AgroXpress system will operate in its actual, implemented environment. It defines the interaction between external entities, key system processes, and physical data stores. This version of the DFD incorporates hardware and software elements, highlighting whether tasks are handled manually or through computerized systems.

AgroXpress is designed as a web based platform accessible through modern web browsers on desktops, laptops, and smartphones. It supports real-time data processing, secure transactions, and centralized data management to streamline customer, vendor, and administrator operations.

Process	Process Name	Type	Description
1.0	Website Based User Authentication	Computerized	Secure login, OTP verification, and database validation handled automatically.
2.0	Product Listing Management	Computerized	Vendors submit listings via dashboard, product info stored in system database.
3.0	Order and Cart Handling	Computerized	Users manage cart and orders in real time through the web interface.
4.0	Payment Processing via Gateway	Computerized	Payments processed via third-party API, receipts and logs auto-recorded.
7.0	Reporting and Analytics	Computerized	System auto generates reports for admin dashboard from stored data.
5.0	Delivery Status Update	Manual + Computerized	Courier inputs status manually, system updates delivery records instantly.
6.0	Admin Product Approval	Manual + Computerized	Admins review submissions, system handles approval status updates.

This breakdown reinforces the system's goal which is to maximize automation while preserving manual oversight where necessary such as product control and physical delivery updates.

7.1.1 Diagram 0

This Diagram 0 illustrates how external entities interact with the system, how data flows through core processes, and where it is stored in physical data repositories.

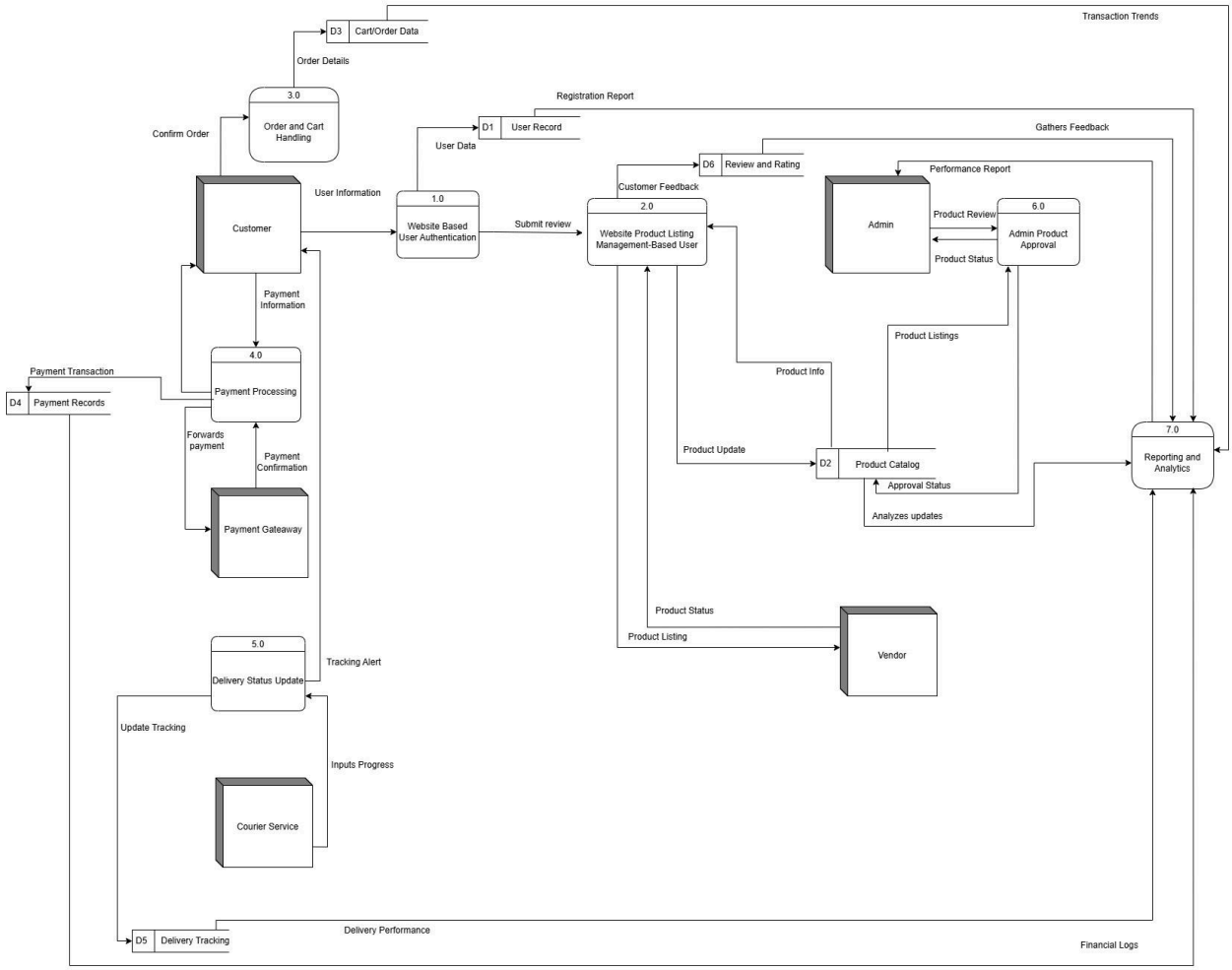


Diagram 7.1.1 Diagram 0

7.1.2 Child Diagrams (Physical Level)

Each child diagram represents the physical breakdown of how individual system processes are implemented. These are the major processes that reflect the real-world execution of AgroXpress modules through manual, automated, or hybrid tasks.

1.0 Website Based User Authentication process allows users to register and log into the system securely through a web interface. This involves submitting login credentials or registration data through forms, verifying user identity via OTP (One-Time Password) sent to mobile or email, and checking existing records in the user database. Upon successful verification, users gain access to their accounts, and their session details are recorded in the system.

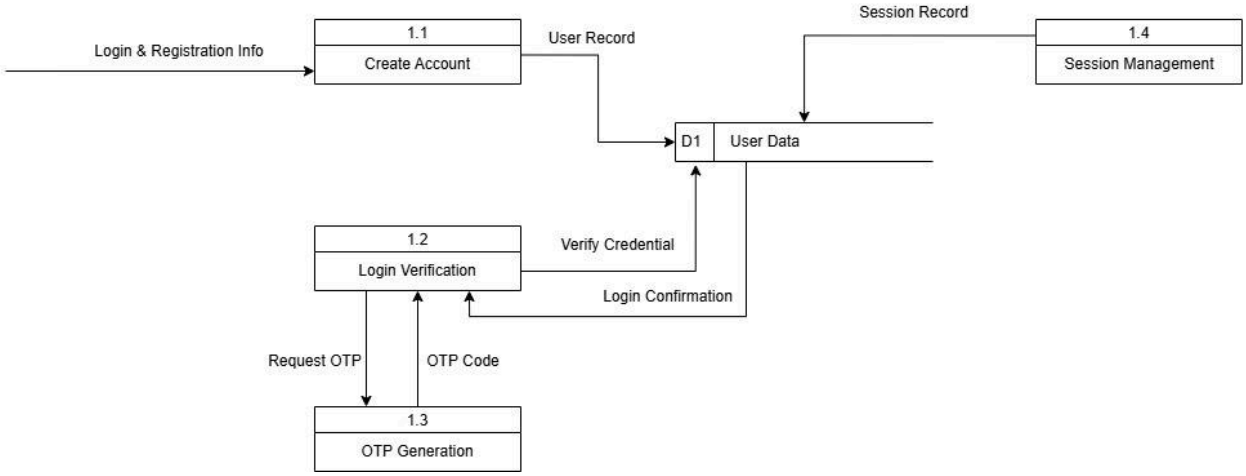


Diagram 7.1.2.1 Child Diagram 1.0 Website Based User Authentication

In **4.0 Payment Processing via Gateway**, the system sends payment details securely to a third-party payment gateway via API. Once the transaction is processed, the gateway returns a status code, which the system interprets and uses to update the payment records database. A receipt or payment confirmation is then provided to the customer.

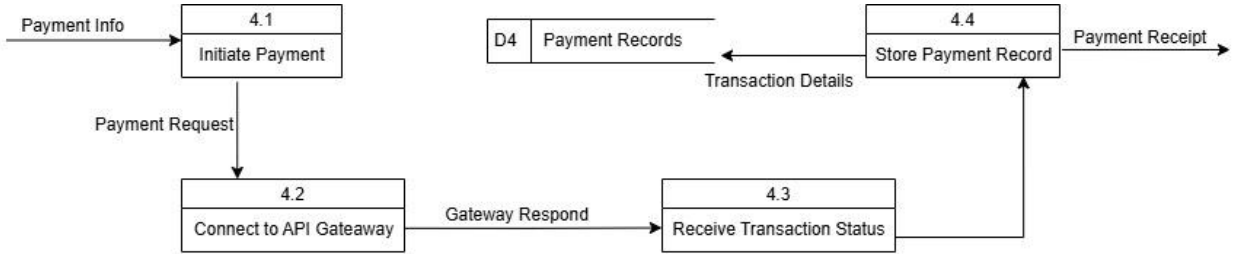


Diagram 7.1.2.2 Child Diagram 4.0 Payment Processing via Gateway

6.0 Admin Product Approval includes reviewing newly submitted product listings by vendors. Admins access this module via a secure dashboard where they can approve, reject, or request edits to product submissions. Approved entries are then updated in the product catalog database.

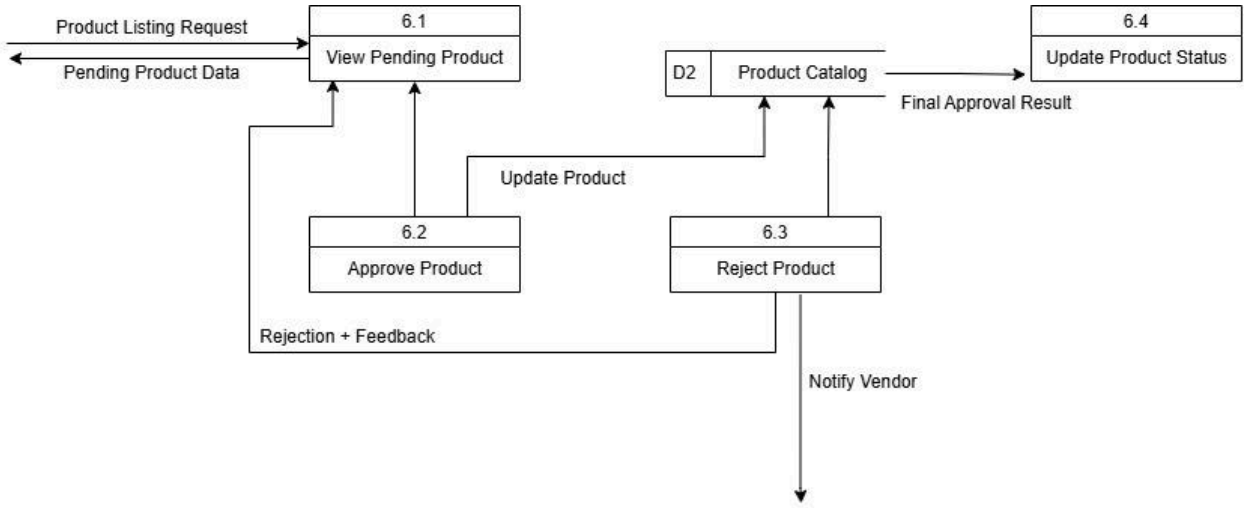


Diagram 7.1.2.3 Child Diagram 6.0 Admin Product Approval

7.1.3 Partitioning

In system design, partitioning is essential to distinguish between tasks handled manually and those executed automatically by the system. In AgroXpress, partitioning plays a crucial role in balancing system automation with human oversight. Manual tasks ensure critical control and validation steps, such as product approval by admins or delivery updates from couriers, while computerized tasks streamline recurring activities like user login, order placement, and product listing. The system also utilizes batch processing for periodic operations like reporting, and real-time processing to ensure responsiveness in user interactions such as checkout and live chat support. This strategic separation enhances performance, improves reliability, and ensures that the system functions efficiently across both technical and human interfaces.

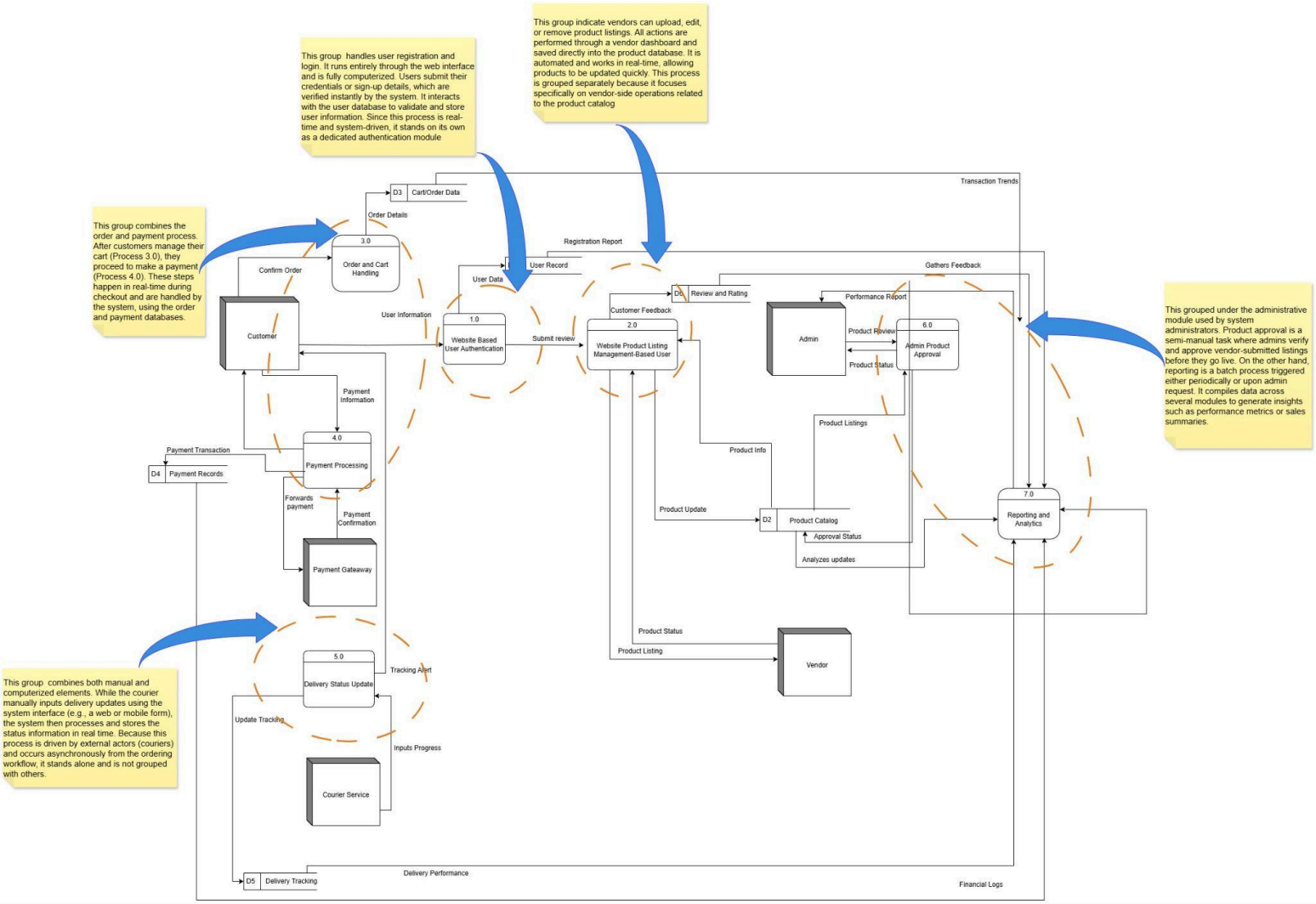


Diagram 7.1.3 Partitioning Data Flow Diagram

7.1.4 CRUD Matrix

The CRUD Matrix (Create, Read, Update, Delete) outlines how each process or system module interacts with the core data stores. This matrix is essential in ensuring data integrity, managing access controls, and supporting system consistency across AgroXpress. For example, the User Management module performs all CRUD operations on user data (D1), allowing users to register, update their profiles, and manage login sessions. Product Management handles the product catalog (D2) by enabling vendors to add, update, delete, and retrieve product listings.

In AgroXpress, this structure ensures every component has well-defined responsibilities over specific data types. Cart and Order Processing focuses primarily on creating and reading order records (D3), reflecting real-time transaction handling. Payment Processing (linked to D4) supports secure online transactions and logs transaction records, while Delivery Management updates delivery statuses and logs into D5. Review and Rating (D6) allows users to share their feedback and retrieve vendor/product reviews. This modular CRUD approach supports data consistency, system modularity, and accountability within AgroXpress.

Process/Module	**User**	**Product**	**Order**	**Payment**	**Delivery**	**Review**
User Management	C/R/U/D					
Product Management		C/R/U/D				
Cart/Order Processing	R	R	C/R		R	
Payment Processing			R	C/R		
Delivery Management			R		C/R/U/D	
Review & Rating	R	R				C/R/U/D

7.1.5 Event Response Table

This table presents typical events that occur within the AgroXpress system and the corresponding system responses. It highlights how the system reacts to various user interactions and business processes to ensure continuity, automation, and user feedback. Each action triggers a series of system functions that either update data stores, communicate with users, or activate background processing. This allows AgroXpress to maintain real time responsiveness while ensuring that every transaction and update is properly handled and recorded.

Event	Source	Trigger	Activity	Response	Destination
User submits registration	Customer	Submit Registration Form	Validate data, send OTP	System stores info and sends OTP	Customer
Vendor adds product	Vendor	Submit New Product Form	Save to pending product list	Product set as "Pending Approval"	Admin
Customer places order	Customer	Checkout Button Click	Confirm stock, create order entry	System confirms stock and stores order	Vendor, Courier
Payment completed	Payment Gateway	Payment Success Notification	Record payment details	System stores receipt and updates order	Customer, Admin
Courier delivers order	Courier/Admin	Delivery Confirmation Input	Update delivery log	Status updated by courier/admin	Customer
Customer submits review	Customer	Submit Review Form	Save rating and comment	System stores review and links to item	Vendor, Admin

7.1.6 Structure Chart

The table below illustrates the hierarchical structure of the AgroXpress system, showing how the main modules are divided into sub-modules. Each sub-module represents a specific functionality contributing to the system's overall performance.

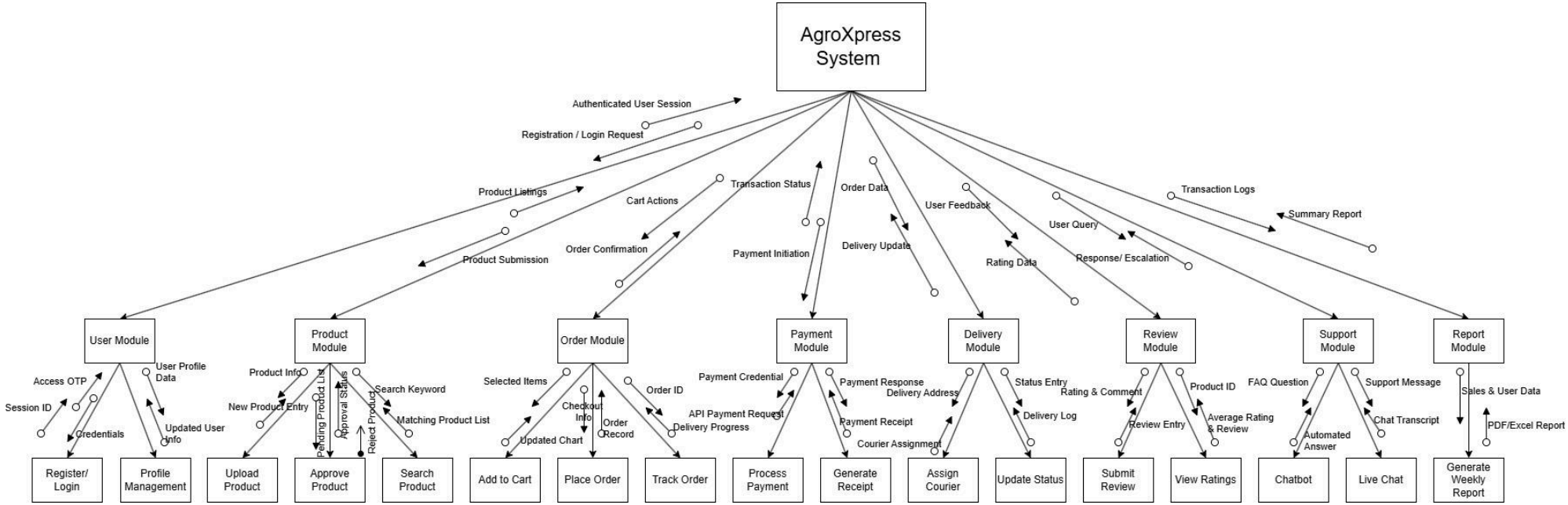


Diagram 7.1.6 Structure Chart Diagram

7.1.7 System Architecture

The AgroXpress system adopts a modern 3-tier architecture that separates the user interface, server logic, and data management layers. This separation enhances system scalability, maintainability, and security. The system is deployed on a cloud platform to ensure accessibility and performance, especially for users in rural and urban regions across Malaysia. It supports secure communication through encrypted channels and integrates third-party APIs for payment, SMS, and OTP services, ensuring a smooth and secure digital experience.

The following table outlines the system architecture of AgroXpress, categorized by layers, infrastructure, and technical specifications:

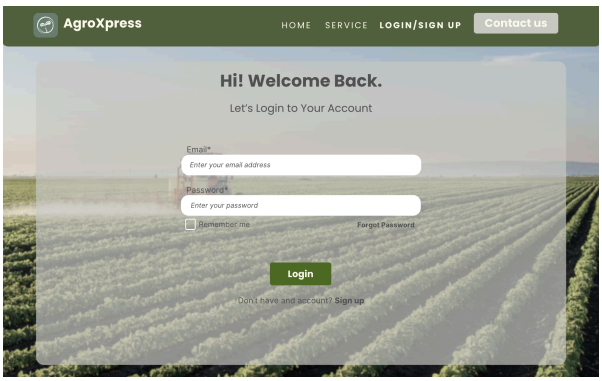
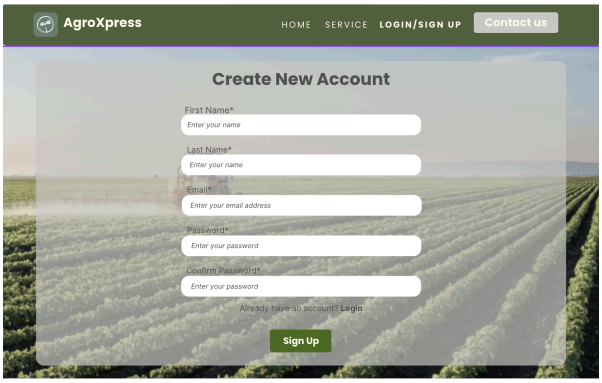
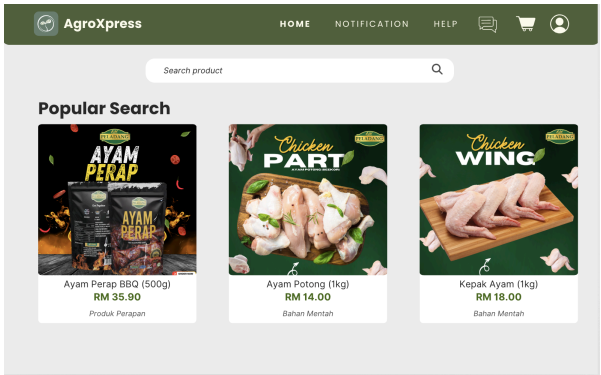
Component	**Details**
Architecture	3-tier web-based system
Presentation Layer	HTML/CSS/JavaScript frontend accessed via modern web browsers
Application Layer	Server-side business logic using PHP, Python, or Node.js
Database Layer	MySQL or PostgreSQL for structured data storage
Hosting	Cloud infrastructure (AWS, Azure)
Security	SSL encryption, HTTPS protocols
APIs	RESTful APIs for integration with payment gateways, OTP services, delivery tracking
Hardware	Server with 8-core CPU, 16GB RAM, 512GB SSD
Client Devices	PCs, smartphones with internet and compatible browsers
Communication	Web-based access with email and SMS notifications for OTP and order status

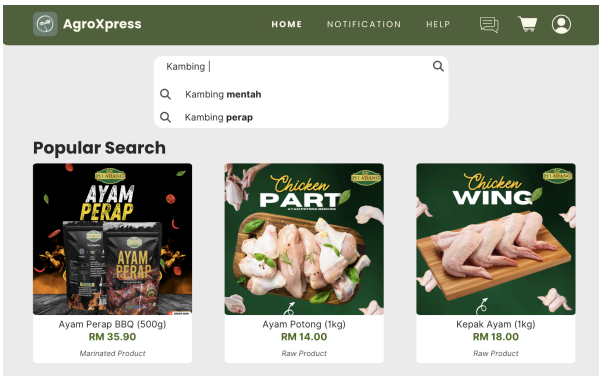
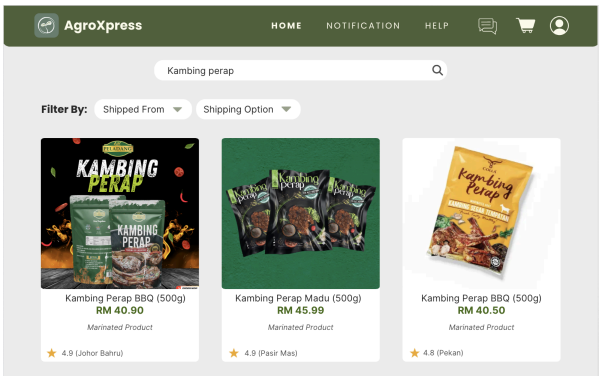
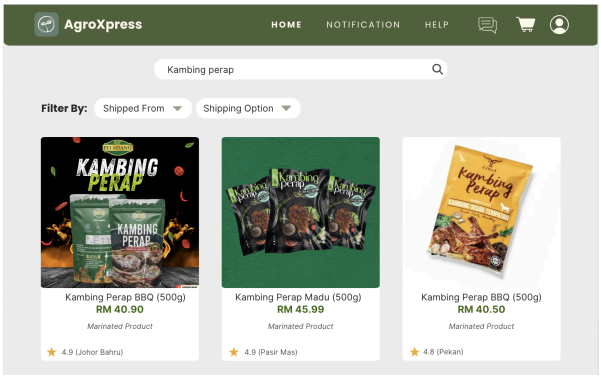
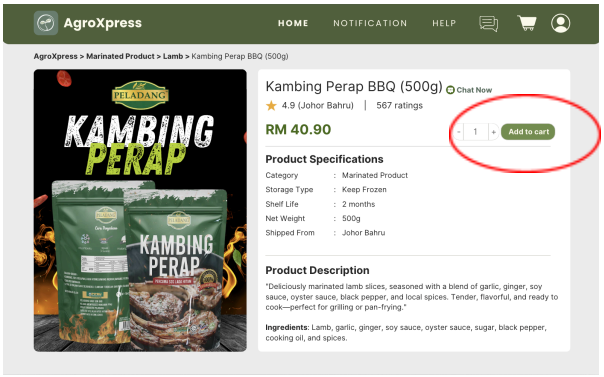
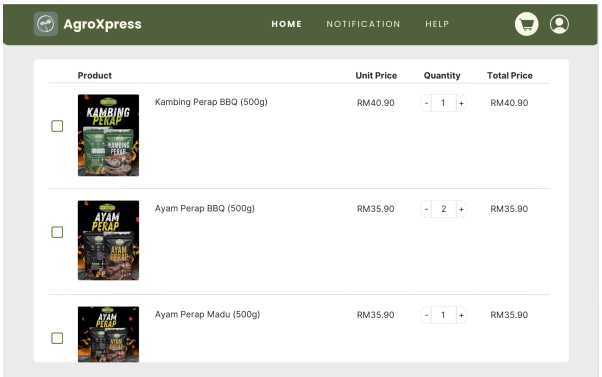
8.0 System Wireframe

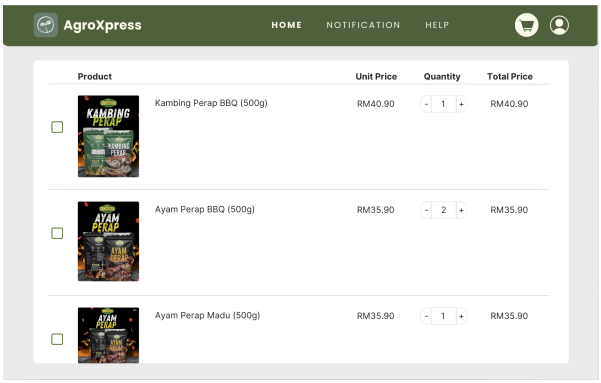
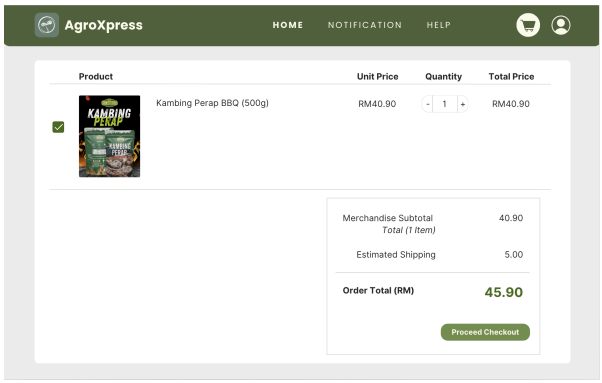
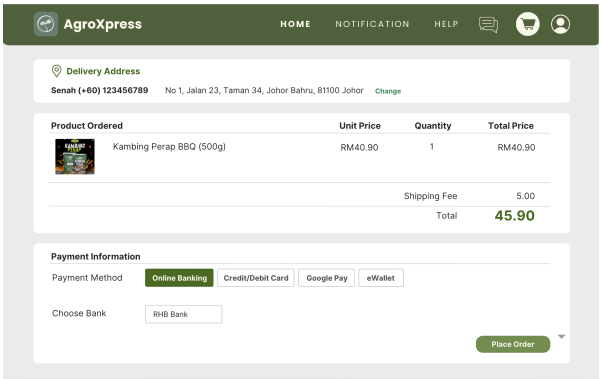
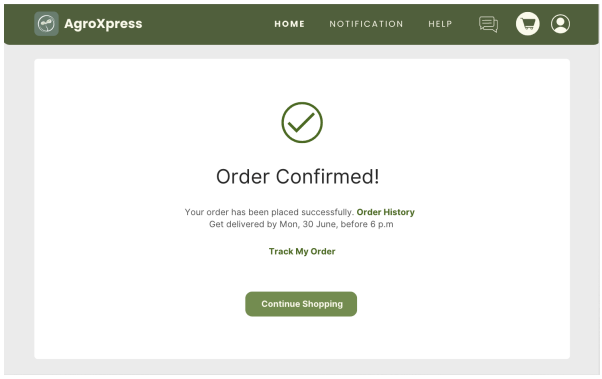
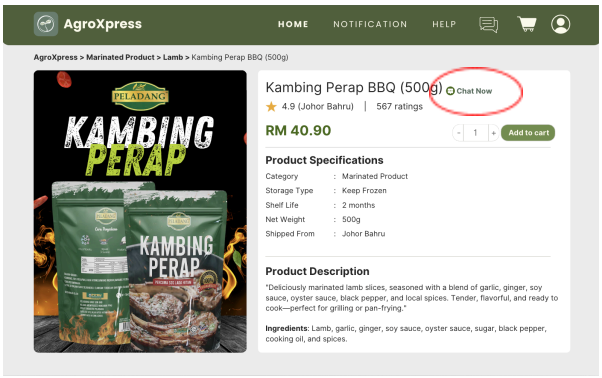
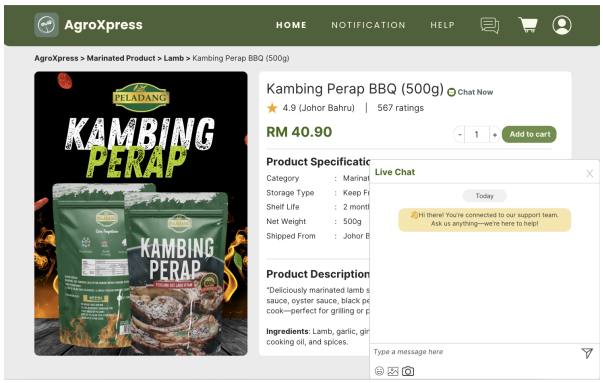
The system wireframe for AgroXpress serves as a visual representation of the system's interface design. It outlines the layout, structure, and navigation flow of the system. This wireframe provides a clear overview of how each screen is arranged and how users interact with the system. It includes the placement of key components such as navigation bars, buttons, forms, tables, and action icons.

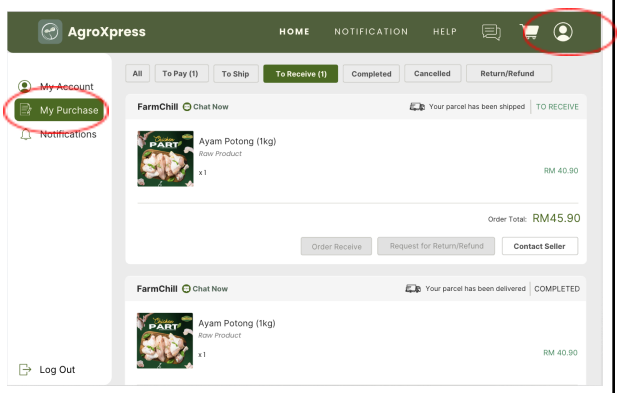
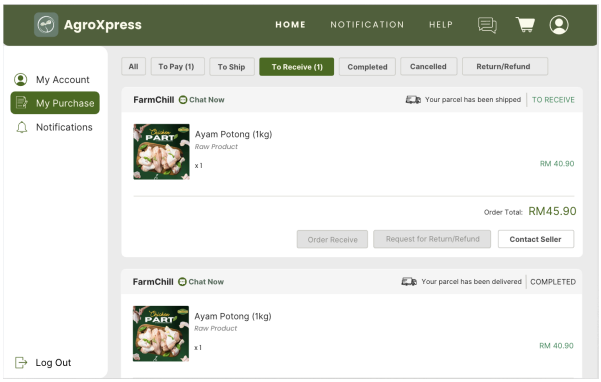
8.1 Customer View (Input and Output Design)

This view shows how customers interact with the system, focusing on input actions and the corresponding system responses. It highlights the layout, navigation, and overall user experience from the customer's perspective.

Input Design	Output Design
  Customer enters their information such as email and password in login form.	 System verifies credentials and redirects to the customer dashboard.

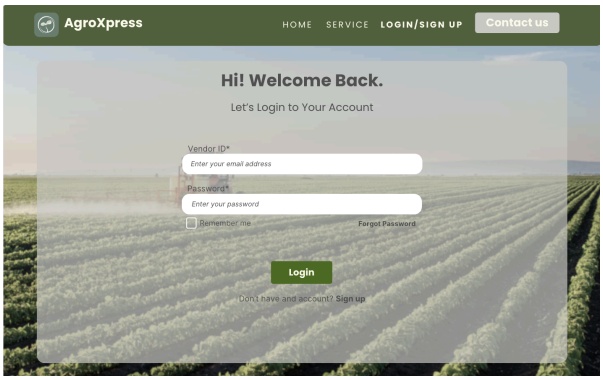
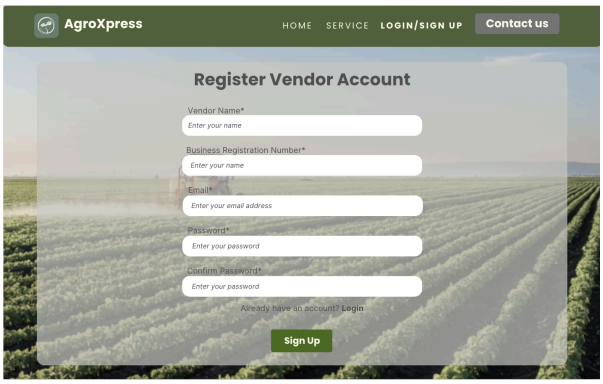
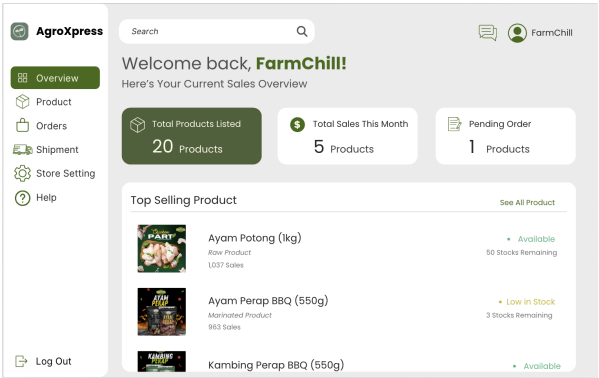
Input Design	Output Design
	
Customer enters keywords such as 'Ayam' or 'Kambing' in the search bar.	Filtered product list is shown based on customer input.
	
Customer clicks on a product to view more details.	Product details are displayed.
	
Customer clicks the "Add to Cart" button on the product page.	The product is added to the shopping cart for checkout.

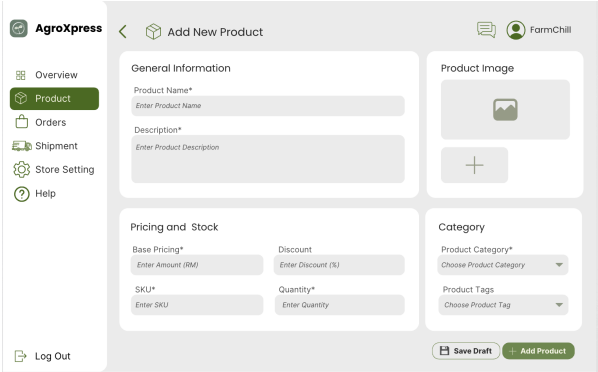
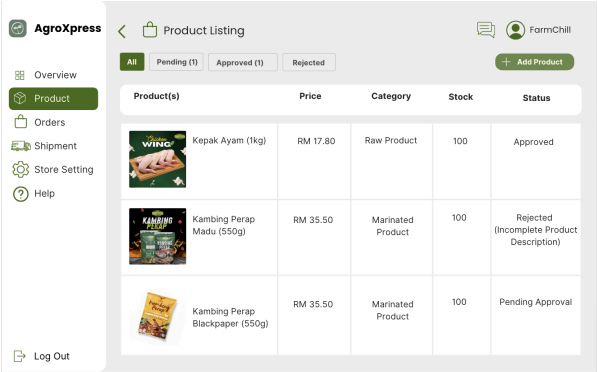
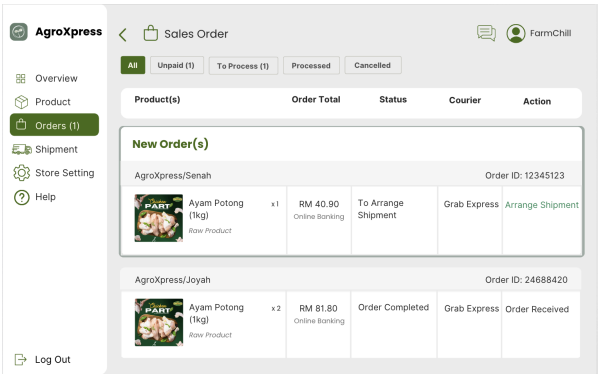
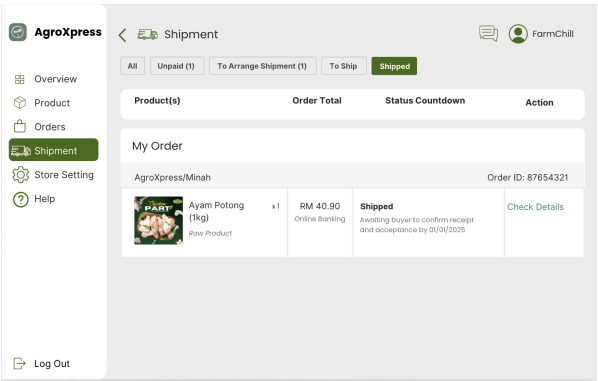
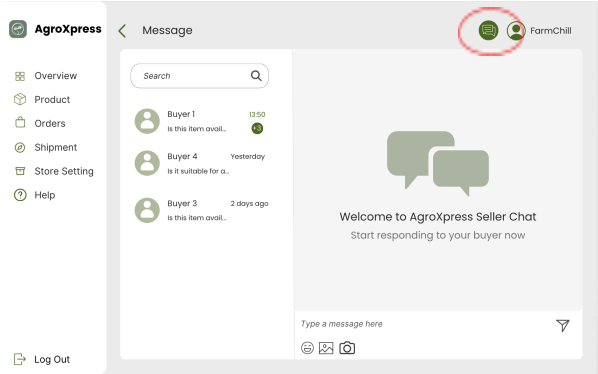
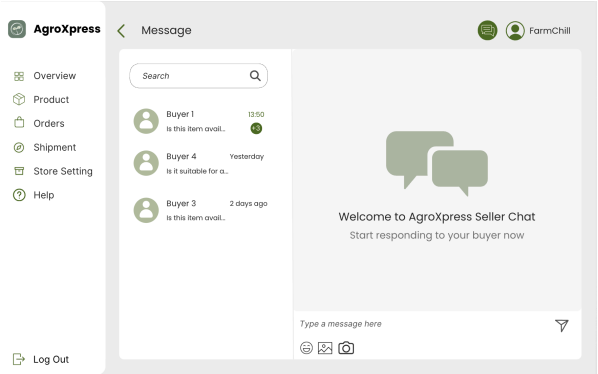
Input Design	Output Design
	
Customer selects a product from the cart to review.	System displays product quantity and total price.
	
Customer enters payment details and selects a payment method.	System processes the payment and confirms the transaction.
	
Customer clicks the "Chat Now" button.	System opens a live chat window with customer support.

Input Design	Output Design
 Customer clicks on Profile and selects "My Purchase".	 System displays the list of orders with delivery status.

8.2 Vendor View (Input and Output Design)

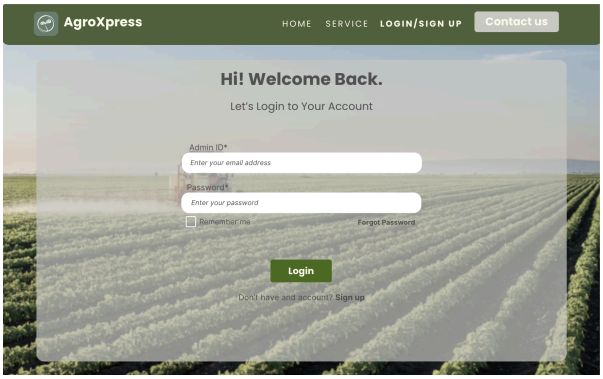
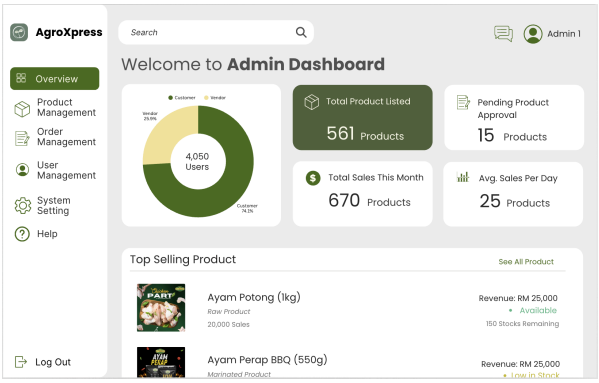
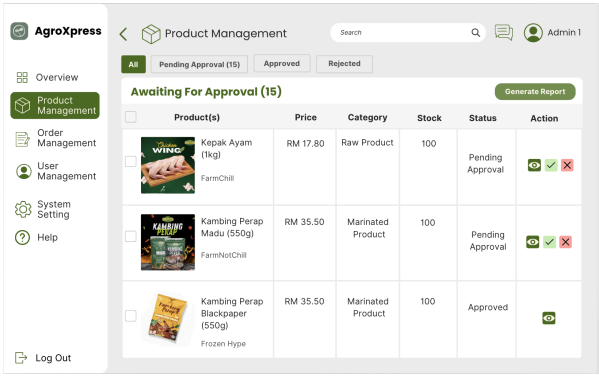
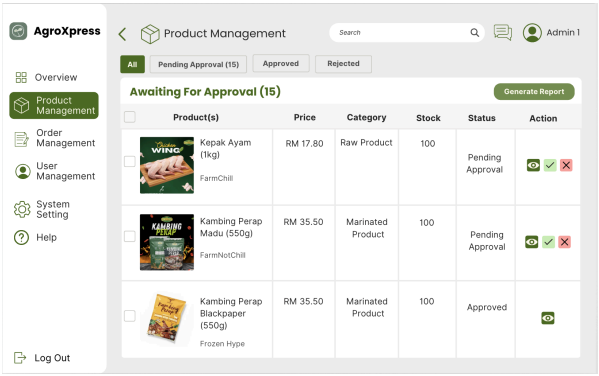
The vendor view illustrates how vendors interact with the system to manage their responsibilities. It highlights the layout, input components, and navigation flow specific to vendor functions. This view focuses on how the system responds to vendor actions and supports efficient task completion within the platform.

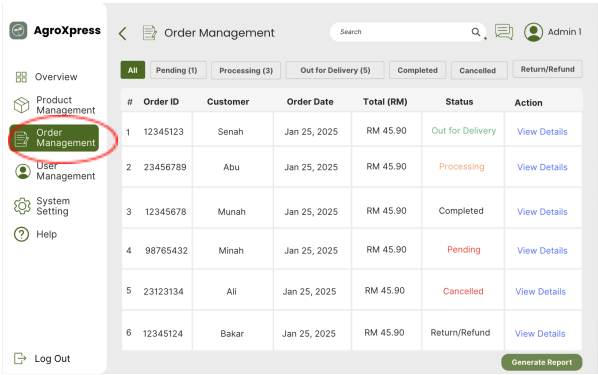
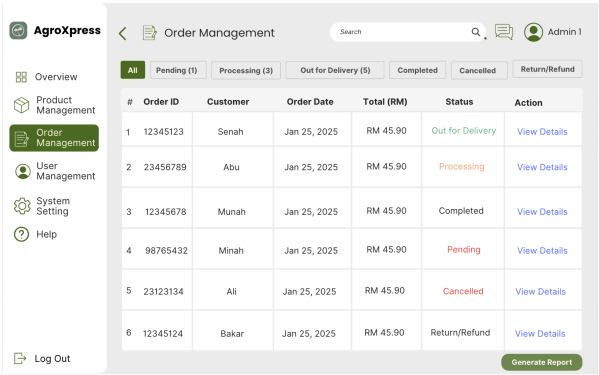
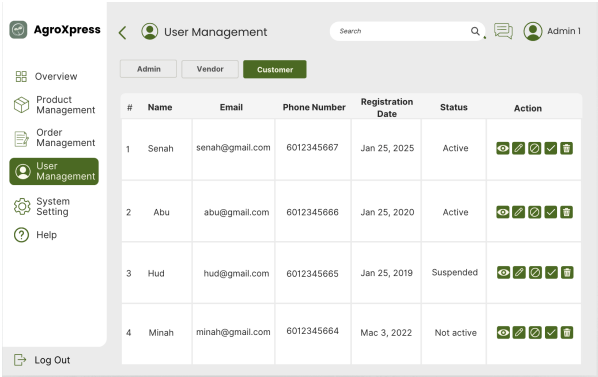
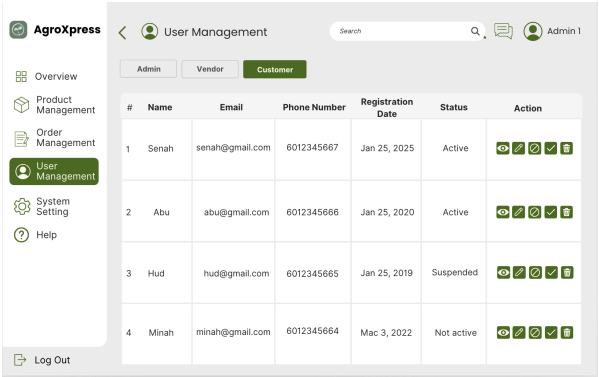
Input Design	Output Design
  Vendor enters their information in login form.	 System verifies credentials and redirects to the vendor dashboard.

Input Design	Output Design
	
Vendor adds a product to the system for review.	System displays the product in the listing with status: Approved, Pending, or Rejected.
	
Vendor receives a new order notification.	Vendor arranges shipment and system updates the delivery status.
	
Vendor clicks the chat icon.	System opens a live chat window with customers.

8.3 Admin View (Input and Output Design)

The admin view outlines how administrators interact with the system to manage and monitor platform activities. It focuses on system control features, including access to data, system responses, and decision-making tools for efficient platform management.

Input Design	Output Design
	
Admin enters their information in login form.	System verifies credentials and redirects to the admin dashboard.
	
Admin receives a new product listing request from a vendor.	System displays the request with product details and status.

Input Design	Output Design
	
Admin accesses the order management module.	System displays the list with product details and status.
	
Admin accesses the user management section.	System displays user details with action options: View Details, Edit, Suspended, Approve, Delete.

9.0 Summary of the Proposed System

AgroXpress is a proposed e-commerce platform that is developed to enhance the current AS-IS system by addressing major problems that are mentioned in the problem statement, which were identified during the requirement analysis phase. By introducing secure user authentication, verified vendor profiles, and real-time order tracking, the platform promotes user confidence and improves transparency in digital transactions, which are supported by the system's data flow models and interface wireframes.

The proposed system is also represented through detailed wireframes that illustrate the layout, navigation flow, and interface components from the perspective of different user roles.. These wireframes align with the input and output designs and ensure that each function is visually mapped to support usability and clarity. Combined with the DFDs and specification models, the wireframes help translate user requirements into a functional and user-friendly system that supports efficient and transparent agricultural commerce.

In conclusion, AgroXpress is developed not only to overcome the weaknesses of the AS-IS system but also to introduce a more structured, secure, and accessible digital platform. With its improved user experience, standardized processes, and modern interface, the system is expected to support a broader range of users, streamline operations, and foster greater trust across the agricultural supply chain.

MEETING LOG FOR SADM PROJECT

Date: **9th June 2025** **Log No.:** **001**

TEAM NAME: **NextGenZ Analysts**

TEAM MOTTO: **Teamwork Makes the Dream Work**

TEAM GROUND RULE:

1. Complete tasks on time
2. Communicate clearly and often
3. Support each other and work as a team

Attendance:

Group Member Name	Signatures
UMI IZZATUL NATASHA BINTI MOHD FADZIL	
BETTY OLIVIA ONG DANKER	bettyolivia
NUR FARRAH HA BINTI M WALED	farha

Discussion Results/Findings:

We identified several key problems in the current system, such as a lack of trust, poor customer support, and unclear product information. These issues made it hard for users, especially those in rural areas, to trust and use the platform effectively. To solve this, we proposed AgroXpress , a system designed to improve trust with secure login and verified users, offer better customer support through live chat and chatbot features, and standardize product listings with more detailed and clear information. We completed system design tasks including the context diagram, Level 0 DFD, wireframes, and a working prototype. Overall, the team worked well together, shared ideas, and completed tasks on time.

Members Contributions/Ideas:

Group Member Name	Contributions/Ideas
UMI IZZATUL NATASHA BINTI MOHD FADZIL SX240227ECJHS01	P1 PROJECT PLANNING - Human Resource - WBS - PERT Chart - Gantt Chart P2 REQUIREMENT ANALYSIS - Current Business Process - Functional Requirement - Non-Functional Requirement - Logical DFD As-Is System P3 - Overview of the Project - Problem Statement - Proposed Solutions - System Wireframe - Summary of the proposed system
BETTY OLIVIA ONG DANKER SX240277ECRHS01	P1 PROJECT PLANNING - Proposed Solutions - Feasibility Studies (Technical , Operational , Economical (CBA)) - Benefit and Overall Summary of Proposed System P2 REQUIREMENT ANALYSIS - Information gathering process - Method used (Interview, Questionnaire ,Observation) - Summary from method used (Interview transcript, Survey list Questionnaire , Analysis of Questionnaire , Observation(Strobe)) P3 - Current Business Process/Workflow - Logical DFD AS-IS - System Analysis and Specification - Logical DFD TO-BE system (Context Diagram, Diagram 0, Child) - Process Specification (based on Logical DFD TO-BE)
NUR FARRAH HA BINTI M WALED SX241905ECJHF01	P1 PROJECT PLANNING - Introduction - Background Study - Problem Statement - Objectives - Scope of the Project P2 REQUIREMENT ANALYSIS

	- Overview of the Project - Problem Statement - Proposed Solutions - Summary of Requirement Analysis process P3 - Physical System Design - Physical DFD TO-BE system (Diagram 0, Child Diagram, Partitioning, CRUD Matrix, Event Response Table, Structure Chart, System Architecture)