

## REQUIREMENTS GATHERING

### Interview

This entail having planned discussions with a single person at a time during which you ask predetermined questions and take notes on their responses. Give a brief introduction of yourself and the purpose of the interview before you start. In order to establish a rapport with the person, you can also give them time to introduce themselves. This is crucial to establish a positive atmosphere and guarantee their cooperation throughout the procedure. For a meeting that is both fruitful and insightful, prepare your questions in advance.

### Questionnaire

A questionnaire or survey is a set of predetermined questions designed to elicit information about a particular topic. It's a useful method for gaining insights quickly from a large group of people. Surveys enable you to collect data from people wherever they are and are also inexpensive. Because of this, it is a widely used technique for gathering requirements. However, surveys might not be the best tool for analyzing complex issues.

## NATURAL SYSTEM STUDY

Interview Q&A with the owner of Alphonsa Spices & Handicrafts located at Kottayam through telephone (Mr. George James: +91 9995836933).

### 1. How customers access the handcrafted items they like to buy?

They come to the shop and the sales person will direct them to their desired product.

### 2. How exclusive offers or launch of new products are communicated to the public (customers)?

Through newspaper advertisements or outdoor advertising signage's.

3. How sales details are stored and maintained?

Sales details are accounted in a sales book manually and from the billing system.

4. How information about a specific sale done on a particular date is accessed?

Either search on the billing information or accounting papers.

5. Is there any online service available to customers for your shop?

No other services are available.

6. How communication with handcrafters are maintained?

Through phone calls and meeting them in person.

7. How items are collected?

Collected directly from the artisan by meeting them or the artisan himself/herself would bring the items to the store.

8. How the product quality where ensured?

Went to the artisan's place, and all the quality measures were ensured. If not no product is taken from them.

9. What all categories of products are available in the store?

Items other than Handmade dress, are available in the store. More of like the shelf items.

## **EXISTING SYSTEM**

Existing system includes both online and offline furniture shops. Offline systems are not fully automated. In the case of offline method, to purchase handcrafted items the customer needs to visit the shop in person and from the available products, he/she needs to choose an item and do the payment. The shop owner needs to keep all records as paper works. The proposed system rectify the drawbacks of the present system.

Online shops include [keralahandicrafts.in](http://keralahandicrafts.in) of Handicrafts Development Corporation of Kerala Ltd. (HDCK) and several others that provides online handicraft shopping facility for customers. They are efficient in terms of its security, user experience and tracking orders. They allow us to shop around, compare prices, and browse a wide selection of options. Despite these

benefits, buying furniture online comes with some drawbacks like lack of availability of products, handcrafters registration were manual and so on.