ZELSONN

**Date**: 31-1-2020

**Guide**: Mr.Jinson Devis

1. Project Overview

**“ZELSONN”** is a web application which is meant for users who are looking for onlineproducts purchase and those who want to sell products. The proposed system includes three users they are administrator, customer and the staff. Registered customers can login to the site and place their orders and enter the shipping details and do transactions. Staff will get up to date notifications of each order and they can contact with the customers and get orders from them. The administrator has the central control over the whole system. Administrators do order management, data management and user management.

1. To what extend the system is proposed for?

The proposed system is defined to meets all the disadvantages of the existing system. It is necessary to have a system that is more user friendly and user attractive for business growth; on such consideration the system is proposed. In our proposed system there is admin who can view all the products and users. It allows customers to make their orders and do their transactions by using online payment method .Users of this proposed system are admin, customer and staff. The aim of proposed system is to develop a system of improved facilities. The system provides proper security and reduces the manual work. Online shopping advancements have been so drastic that it has evolved to be a part of our life. Today customer doesn’t drive down to some shop for buying a product but preferably check over the internet for price, offers, reviews and order online. In most of the metro Politian cities water containers are purchased from shops for their basic needs of day to day life. The current system working procedure in those cities is where customer calls/drives down to shop to order the water container by providing the shopkeeper a deliverable address and then a delivery person delivers the order to customer’s door step, as this system works totally offline and has lot of drawbacks. The major drawbacks in current offline system are repeated calls from and to customer, if multiple orders are placed from same locality the delivery person travels multiple times, there is no track of order, etc. The proposed system is used for water container ordering and delivery management system, where customer can make order online by searching the nearby shops which provide the service and make payment online.

1. Specify the Viewers/Public which is to be involved in the System?

The public or viewers that are involved in my system are the customers .The customer can register with an id and password and

the registered customers place their order and do secure online payment

1. List the Modules included in your System?

The proposed system is a website in which user can buy products. We will also provide supplier details, payment details etc.

The system includes 3 modules. They are:

**Admin Module**

Admin must have a login into this system. He has the overall control of the system. Admin can add brands, categories and items .Admin can View order and payment Details.

**Customer Module**

Customer can register and they can place their order and do secure online payment.

**Staff**

Staff can login to the system and get notification about order and allocated routes from the admin and he/she will create a report about the cash on delivery details.

1. Identify the users in your project?

The users are admin customers and staff . Admin must have a login into this system. He has the overall control of the system. Customer can register and they can place their order and do secure online payment. Staff can login to the system and get notification about order and allocated routes from the admin

1. Who owns the system?

Shop owner[Admin]

1. System is related to which firm/industry/organization?

The system is related to e-commerce industry

1. Details of person that you have contacted for data collection?

Mr. Tom Joseph

Vismaya Hypermart

KK, Road Mundakkayam, Kottayam -686513

Near Juma Masjid

Phn: 9544031038

1. Questionnaire to collect details about the project? (min 10questions, include descriptive answers, attach additional docs (e.g. Bill receipts, certificate models), if any?)

### ****1. How to deal with well-informed customers****

In-store, the best way to approach well-informed customers is to first acknowledge their expertise and listen to what they have to say. Then, ask questions to see if you can offer up info that they haven’t uncovered in their research.

Another approach is to provide information in a way that makes them feel like they’re getting insider knowledge or access.

### 2. ****How to deal with****show roomers

To convert show roomers, you need to shift their focus from price to value. You can, for example, emphasize the fact that customers can take home the product immediately, instead of having to order it online and wait for the product to ship.

### 3. ****How to deal with customers who are just looking around?****

Customers who are “only looking around” should be acknowledged, but generally left alone. Resist the urge to jump in their face. If someone tells you that they’re just browsing, respond positively to make sure they feel welcome and perhaps casually mention that you have some new arrivals or items on sale.

### 4. ****How to deal with shoppers on a mission?****

The best thing you can do is simply not get in their way. If they have questions, give them straight-up answers and don’t try to up sell.

### ****5.How to deal with confused or indecisive customers?****

The best approach is to figure out their specific needs and educating them on what they *need* to know.

Ask questions. What are they looking for? Are they having any trouble understanding aspects or features of your products? What do they know – and don’t know – about your merchandise?

If they’re comparing products, give them the non-salesy lowdown on the items that they’re considering. Provide the pros and cons, and tailor your answers to their needs so they can make an informed decision.

### 6. ****How to deal with bargain-hunters or frugal shoppers?****

One thing you can try is to make them \**feel\** that they’re getting a good deal. Sell them on value or point out why purchasing from you will actually save them money in the long run. Perhaps you have higher quality products, or as we’ve mentioned earlier, maybe you can offer a better guarantee.

### 7. ****How to deal with chatty or talkative customers?****

If you encounter such individuals, take some time to listen and express a genuine interest in what they’re saying, but know where to draw the line. Once someone becomes overly talkative to the point where they’re holding up the checkout line or they’ve gone way off topic, politely remind them that you need to get back to work.

### 8. ****How to treat your regular customers?****

Make sure they feel valued and remind them why they love shopping in your store. Find out what they love most about your business and demonstrate those qualities time and time again. For example, if you know that a particular customer likes getting one-on-one treatment from your associates, then be sure to give them just that when they’re in your shop.

9. **Roughly how many different products or services will you be Selling online?**

The number of products and services you sell directly relates to the number of pages you’ll need, the number of files, and the size of the database. A large site with a lot of different products is going to have a huge footprint and should be accounted for at the start of the project. That is also going to influence the amount of storage and other architectural components.

1. **Will you need to charge sales or other tax separately for the items?**

The general rule of thumb is you charge taxes based on where the product is delivered. So, as you can imagine, depending on where you sell and where you ship, this could be a logistical nightmare if not planned out accordingly.