

Unitech Webstore Computer Sales and Services

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Abstract

Unitech Webstore is a web-based platform created to enhance Unitech Smart IT Solution's effectiveness and online visibility. The lack of an online purchasing platform, ineffective repair scheduling, and little consumer engagement are some of the issues that the system resolves. A customer feedback mechanism, secure order management, real-time appointment scheduling, and an online product catalog are some of the main features. An admin dashboard also makes report generation, sales tracking, and user management more efficient. Secure payment processing, organized product and order administration, and automated maintenance scheduling are some of the project's primary accomplishments. User Acceptance Testing (UAT) verified that users were highly satisfied with the usability, functionality, and efficiency of the system. By modernizing retail operations and improving service accessibility, Unitech Webstore enhances operational efficiency and strengthens Unitech Smart IT Solution's competitiveness in the digital marketplace, ensuring sustainable business growth and improved customer experience.

1. Introduction

Unitech Smart IT Solution has built a solid reputation as a trusted retailer of laptops, accessories, and repair services. However, in today's fast-paced digital world, the company is struggling to keep up due to the lack of an online platform and an efficient system for managing repair services. Customers often find it inconvenient to visit the store just to browse products or schedule repairs, leading to lost sales and dissatisfaction. Long waiting times for repairs and difficulty in tracking service requests further add to the frustration. To overcome these challenges, Unitech Webstore is being developed as a web-based solution that simplifies shopping and service booking. The platform will allow customers to explore products, place orders, schedule repair appointments, track service progress, and receive timely support, all from the comfort of their homes. For administrators, it will streamline order processing, customer management, and analytics. By bridging the gap between traditional retail and modern digital convenience, Unitech Webstore aims to improve customer satisfaction, boost operational efficiency, and position Unitech Smart IT Solution as a strong competitor in the online retail space.

1.1 Problem Statement

Unitech Smart IT Solution faces several challenges that hinder customer satisfaction and business growth, primarily due to the lack of an online ordering system, inefficient repair processes, and a limited online presence. Without an e-commerce platform, customers are forced to visit the store for purchases and inquiries, leading to inconvenience, dissatisfaction, and missing sales opportunities. Additionally, the manual repair process results in long wait times, causing delays and frustration for customers. The absence of a strong digital presence also limits the company's ability to attract new customers and expand its market reach in an increasingly competitive

industry. To address these issues, the implementation of Unitech Webstore aims to introduce an efficient online ordering system, streamline repair management, and establish a robust digital presence. By enhancing convenience, optimizing business processes, and improving accessibility, this solution will ultimately drive higher customer satisfaction, increase operational efficiency, and support the company's growth in the competitive technology retail market.

1.2 Objective

The objectives of the study are:

- i. To design a Unitech webstore a structured approach.
- ii. To develop a Unitech webstore web-based approach.
- iii. To test the Unitech webstore with the stakeholders

1.3 Scope Project

The Unitech Webstore Computer Sales and Services System is a web-based solution designed to streamline and optimize the operations of computer shops. This system provides a comprehensive platform to efficiently manage products, orders, appointments, payments, and customer feedback. The system defines two user roles: Administrators and Customers. Administrators have full control over product management, order processing, appointment scheduling, and report generation, ensuring smooth business operations. Customers, on the other hand, can browse products, place orders, book repair appointments, make payments, and provide feedback to enhance their shopping experience.

Table 1 Modules system of Unitech Webstore

Modules	Description
Sign up Login	Users log in with credentials and gain access based on their roles.
Manage Product	Add, edit, or delete product details, including descriptions and images.
Manage Order	Browse products, View incoming orders, update order statuses
Manage Appointment	Customers book repair appointments; administrators oversee schedules.
Manage Payment	Make payments, view payment status.
Generate Report	View and print sales report and revenue by day, week, month
Manage Feedback	Provide feedback and experience, view customer feedback.

2. Related Work

This chapter delves into the creation of a web-based system for Unitech Smart IT Solution, aiming to modernize its operations and enhance customer satisfaction. It explores the e-commerce landscape, detailing the development and significance of such systems in retail. The suggested web system's features and functionalities are outlined, emphasizing its potential to enhance online customer service and streamline purchasing. The assessment underscores the importance of optimizing order processing and inventory management, drawing insights from online technologies and management systems. Additionally, a comparison of current e-commerce platforms in the computer retail sector sets the stage for designing and implementing the proposed system, ultimately aiming to boost customer happiness and operational efficiency.

2.1 Web Based Information System

A Web-Based Information System (WBIS) is a software system that provides information and services via the Internet, integrating web technologies to efficiently gather, store, manage, and distribute data. It consists of a web browser as the front end and databases as the back end, facilitating information processing and digital product management. By implementing WBIS, Unitech Webstore can streamline business operations, enhance customer satisfaction, and maintain a competitive edge in the online market. The system enables efficient data handling, product distribution, and storage management, optimizing internal workflows and delivering seamless user experience.

2.2 Comparison between related systems

The Unitech Webstore separates itself from competitors such as PC Depot, Notebook Plaza, and PC Image by providing a complete and user-friendly e-commerce platform designed for computer sales and services. Unlike other systems, Unitech Webstore combines order administration, appointment scheduling, secure payment processing, customer feedback management, and report generating into one seamless digital experience. The

platform enables fast product browsing, real-time order tracking, and easy appointment booking, thereby improving customer convenience and business operations. Unitech Webstore, built with PHP, HTML, CSS, JavaScript, and MySQL, is optimized for scalability, dependability, and high performance, giving it a competitive advantage in the digital marketplace.

Table 2 Comparison between the proposed system and the existing systems

Features	Pc Depot	Notebook Plaza	Pc Image	Unitech Webstore
Sign Up and Login	Users can sign up and log in using their email and password			Users can sign up and log in using their email and password
Manage Product	Admin able to add, edit, delete product details.			Admin able to add, edit, delete product details.
Manage Order	Customers can place orders, and admins manage and update order statuses.			Customers can place orders, and admins manage and update order statuses.
Manage Payment	Customers can make payments through the system			Customers can make payments through the system
Manage Appointment	The system does not have appointment booking feature.			Customers book appointments, and admin manage them
Manage Feedback	The system does not contain feedback submission.			Customers can submit feedback, and admins review it.
Generate Report	Admins generate sales and transaction reports.			Admins generate sales and transaction reports.
System Type	Web-based			Web-based

Based on the comparative analysis in Table 2, the existing systems and the proposed Unitech Webstore offer essential functionalities for managing computer sales and services. Unitech Webstore is developed as a web-based system, ensuring enhanced accessibility and user convenience. It integrates key features such as product management, order processing, payment handling, appointment scheduling, and feedback management, making it a comprehensive solution tailored for a computer shop. While some existing systems lack appointment and feedback management, Unitech Webstore addresses these gaps by allowing customers to book repair appointments and provide feedback, while administrators can oversee operations and generate reports efficiently. This system is designed to streamline business processes, improve customer satisfaction, and support business growth.

3. Methodology

This section discusses the System Development Life Cycle (SDLC) model chosen to guide the development of the Unitech Webstore.

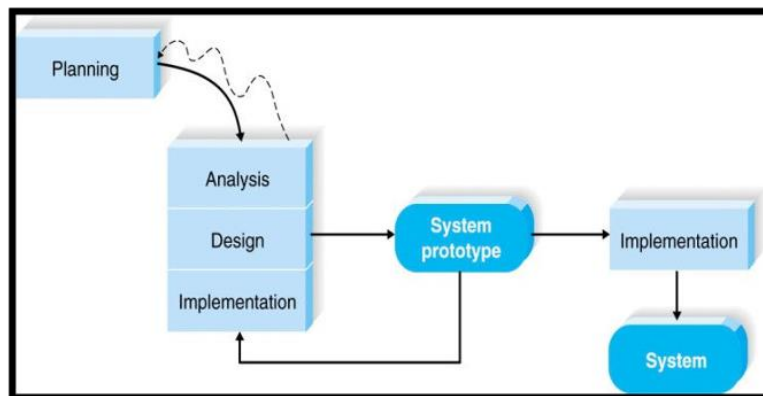


Fig. 1 System Prototyping

3.1 Planning phase

The Prototyping Model was selected for this project because it allows for step-by-step improvements based on real user feedback. This approach ensured that the system evolved in a way that met both business needs and user expectations. By creating an initial prototype early in development, stakeholders had the opportunity to interact with the system, test functionality, and provide valuable input for enhancements. This continuous cycle of refinement made the system more practical and user-friendly. The impact of this methodology on the project was significant. It helped identify and fix potential problems early, reducing risks and preventing costly errors later in development. User involvement from the beginning led to a more intuitive system, ensuring that key features like order management, repair scheduling, and customer feedback worked effectively. The iterative nature of the model also made it easier to adapt to changing requirements, ultimately speeding up development and improving the system's overall efficiency and reliability. Table 3 outlines the structured phases and corresponding activities of the software development process.

Table 3. *Software development activities and tasks*

Phase	Task	Output
Planning	<input type="checkbox"/> Define the background of the case study	<input type="checkbox"/> Project proposal
	<input type="checkbox"/> Define the problem statement	<input type="checkbox"/> Gantt chart
	<input type="checkbox"/> Prepare the proposal	<input type="checkbox"/> Interview
Iteration 1 : Prototype (Interface)		
Analysis	<input type="checkbox"/> Conduct interviews	<input type="checkbox"/> Software and hardware requirements are listed.
	<input type="checkbox"/> Analyze problem and identify solution	
	<input type="checkbox"/> Collect the requirements	<input type="checkbox"/> Context diagram, Data Flow Diagram (DFD)
Design	<input type="checkbox"/> Design the user interfaces	<input type="checkbox"/> Database schema and ERD
	<input type="checkbox"/> Design the data dictionary	
Implementation	<input type="checkbox"/> Implement the system using appropriate technologies	<input type="checkbox"/> Prototype with interface
	<input type="checkbox"/> Develop the user interface with HTML and CSS	
	<input type="checkbox"/> Set up and populate the database using MySQL	
Iteration 2 : Prototype (Database)		
Analysis	<input type="checkbox"/> Validate the requirement	<input type="checkbox"/> Prototype with database
Design	<input type="checkbox"/> Design database	<input type="checkbox"/> Schema table
Implementation	<input type="checkbox"/> Implementation prototype	<input type="checkbox"/> Prototype 2
Implementation system	<input type="checkbox"/> Implement system	<input type="checkbox"/> Test case
	<input type="checkbox"/> Test the system	<input type="checkbox"/> Requirement definition document
		<input type="checkbox"/> Completed system

3.2 System Analysis

A Data Flow Diagram (DFD) visually represents the flow of data within the Unitech Webstore System, illustrating how information moves between internal processes, external entities, and data stores. Various diagrams are included in this section, such as the Context Diagram, DFD Level 0, and Entity Relationship Diagram (ERD). The DFD Level 0 provides a high-level overview of data movement within the system. The Entity-Relationship Diagram (ERD) serves as a structured representation of data relationships, highlighting key entities and their interactions.

3.2.1 Context Diagram

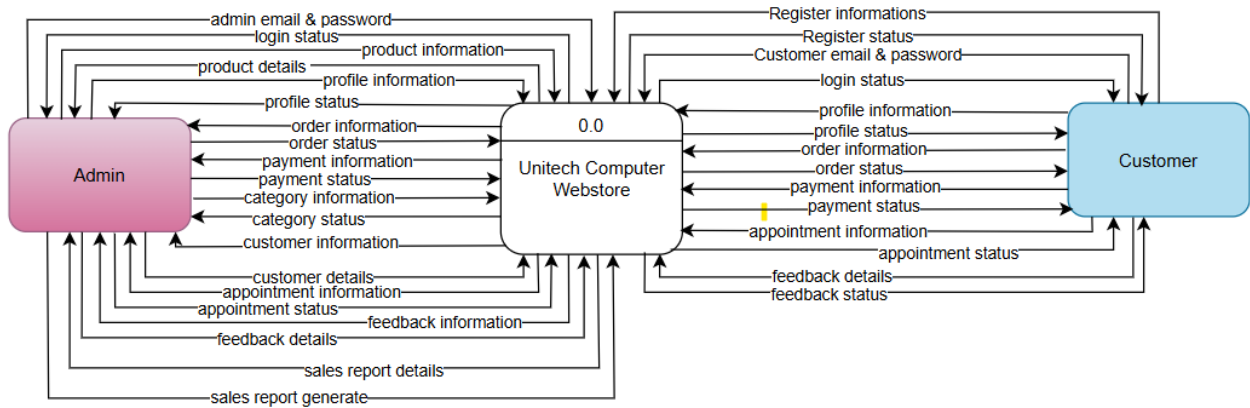


Fig. 2 Context diagram for Unitech Webstore

3.2.2 DFD Level 0

The image represents a Data Flow Diagram (DFD) for a system that manages e-commerce operations, covering users (admin and customers), product management, orders, payments, appointments, reporting, and feedback.

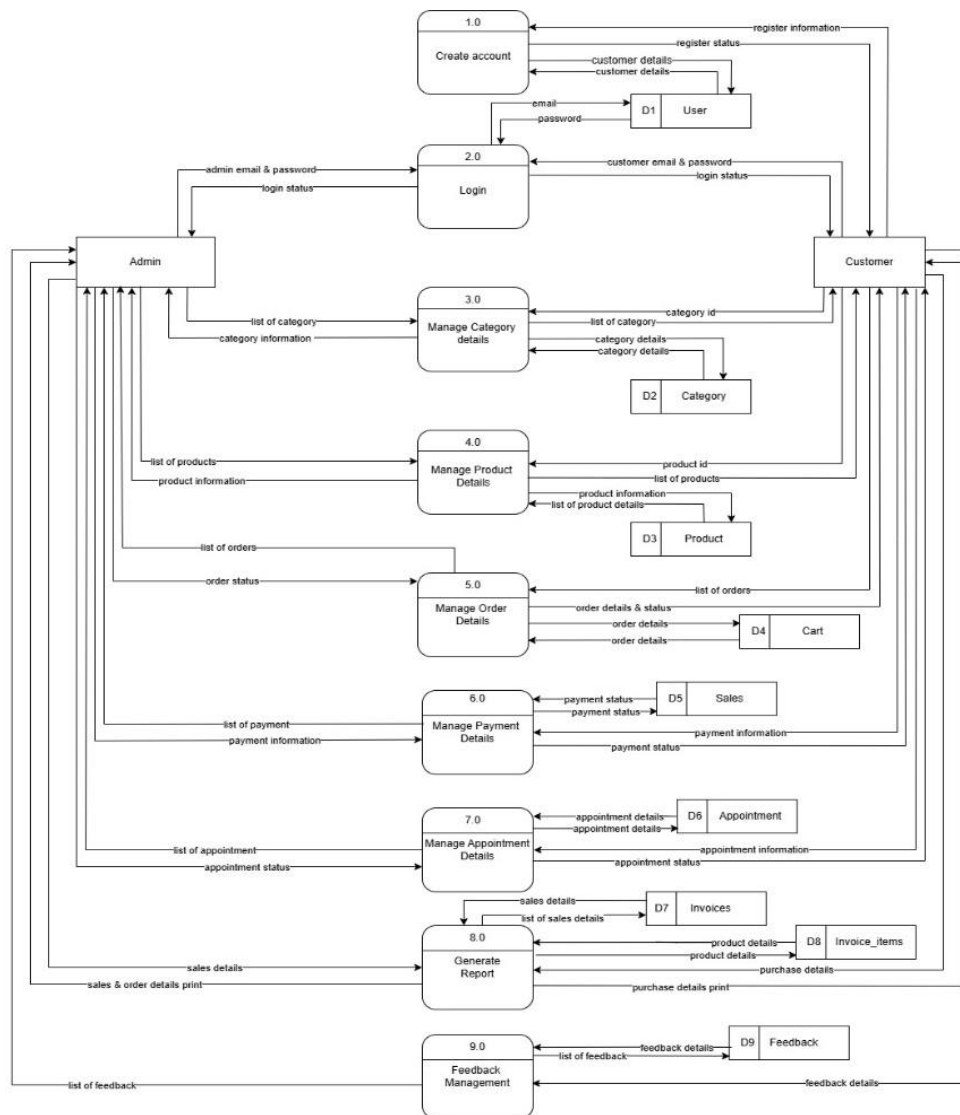


Fig. 3 Data Flow Diagram Level 0 (DFD 0)

3.3 System Design

After all the users' requirements are successfully analyzed, the project will proceed in the design phase. In this phase, both the interface and database had been designed to help visualize the system before proceeding with the coding of the system.

3.3.1 System Architecture

The Unitech Webstore System Architecture is the basic structure that governs the system's interactions and data flow. The architecture is designed for two different user roles, administrators and customers so that each user has access to a be spoke interface that is matched with their individual duties. Administrators oversee items, orders, appointments, payments, feedback, and reports, when customers can explore products, place orders, schedule repairs, and leave feedback. This structured architecture makes job execution more efficient, improves the user experience, and ensures that accurate data flows smoothly throughout the Unitech Webstore System.

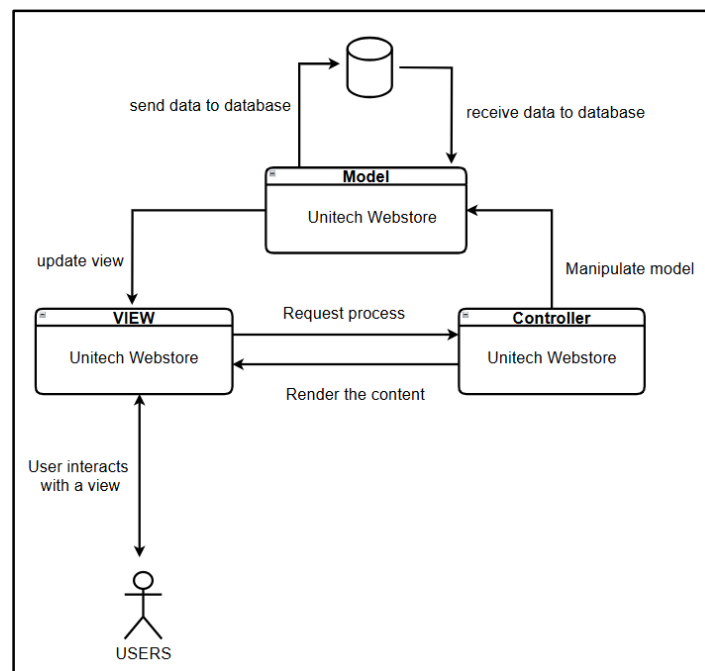


Fig 4. System Architecture of Unitech Webstore System

3.4 Database Design

The database design is presented by the schema table as follows:

- i. users (user_id, firstname, lastname, email, password, type, mobile, address, photo, status, activate_code, reset_code, created_on)
- ii. sales (sales_id, user_id, pay_id, sales_date, status)
- iii. products (product_id, category_id, product_name, product_description, product_slug, product_price, product_photo, product_date_view, counter)
- iv. cart (cart_id, user_id, product_id, quantity)
- v. appointment (appointment_id, user_id, name, mobile_number, service_id, time, status, comment)
- vi. category (category_id, category_name, category_slug)
- vii. details (details_id, sales_id, product_id, quantity)
- viii. invoices (invoice_id, invoice_number, sales_id, user_id, total_amount, invoice_date)
- ix. invoice_items (invoice_items_id, invoice_id, product_id, quantity, price, subtotal)
- x. feedback (category_id, category_name, category_slug)

4. Result and Discussion

This section is separated into two parts, the implementation part that shows all webpage created and code segment used in the system while testing part that summarizes the test results of the system.

4.1 Implementation

The system uses HTML, CSS, JavaScript, Bootstrap, and jQuery for the front end, ensuring responsive and user-friendly interfaces. Bootstrap simplifies development with pre-built CSS classes, while JavaScript and jQuery enhance interactivity. The back end is powered by PHP for server-side functionality. This combination ensures efficient development and maintainable code.

4.1.1 Sign up and Login Interface

Figures 5(a) and 5(b) display the Registration and Login Interfaces of the system. The Registration Interface allows new users to create an account by entering their first name, last name, email, password, and confirming the password. It also includes a CAPTCHA verification for security, preventing automated registrations. The Login Interface enables registered users to access the system by entering their email and password. Additionally, it provides options for users to recover their passwords or register a new account. Both interfaces ensure a user-friendly and secure authentication process for seamless system access.

Fig 5(a) Customer Register interface

Fig 5(b) Login Interface

4.1.2 Administrator Dashboard

Upon login, users are redirected to their respective dashboards. The Unitech Webstore Admin Dashboard provides administrators with essential insights, including the total number of products, active users, and daily sales revenue. It features visual charts displaying product sales and monthly sales progress, allowing for efficient performance tracking. The sidebar enables quick access to system management modules for streamlined operations. Meanwhile, the Top Selling Products section highlights the most popular items based on sales volume. It presents product images, names, and total units sold, helping administrators track high-demand products and aiding customers in making informed purchasing decisions.

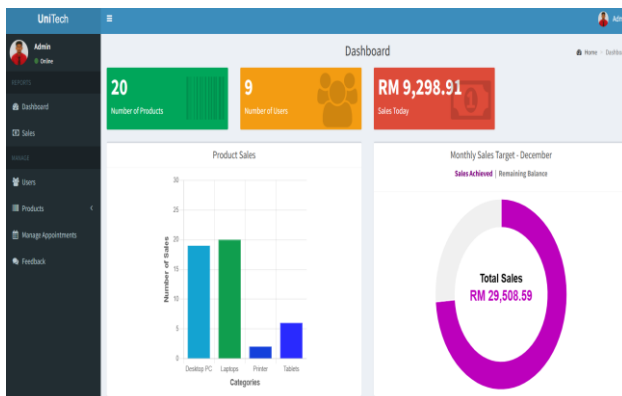


Fig 6(a) Admin Dashboard

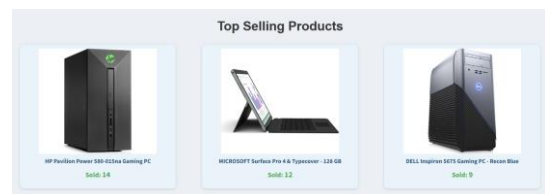


Fig 6(b) Admin Dashboard

4.1.3 Customer Dashboard

Figure 7(a) and 7(b) displays the Unitech Webstore Customer Homepage, which is meant to provide a seamless buying experience. It begins with a promotional banner highlighting high-performance PC builds, followed by a "New Products" section featuring the most recent arrivals, complete with images, prices, and buying choices. Customers can easily browse and purchase things by clicking the "Buy Now" button, while the "Most Viewed Today" section displays popular items. Upon login, customers can browse product categories, search for specific goods, and schedule repair appointments. It improves the user experience through seamless navigation and quick product discovery.

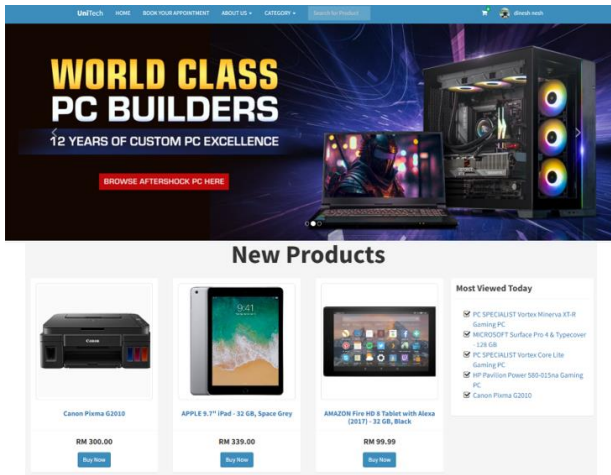


Fig 7(a) Customer Homepage

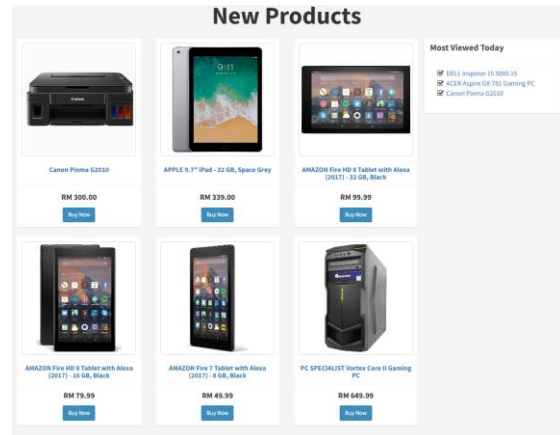


Fig 7(b) Customer Homepage

4.1.4 Manage Product

Figure 8 shows the Product Management Interface, which provides a table with key product characteristics such as name, photo, description, price, and views today. It enables administrators to browse, edit, or delete products using action buttons, and it includes features such as category filtering, search, and pagination for easier navigation. The "New" button allows you to add new products with the relevant information, such as name, category, price, and image. This interface allows for efficient and structured management of product inventory.

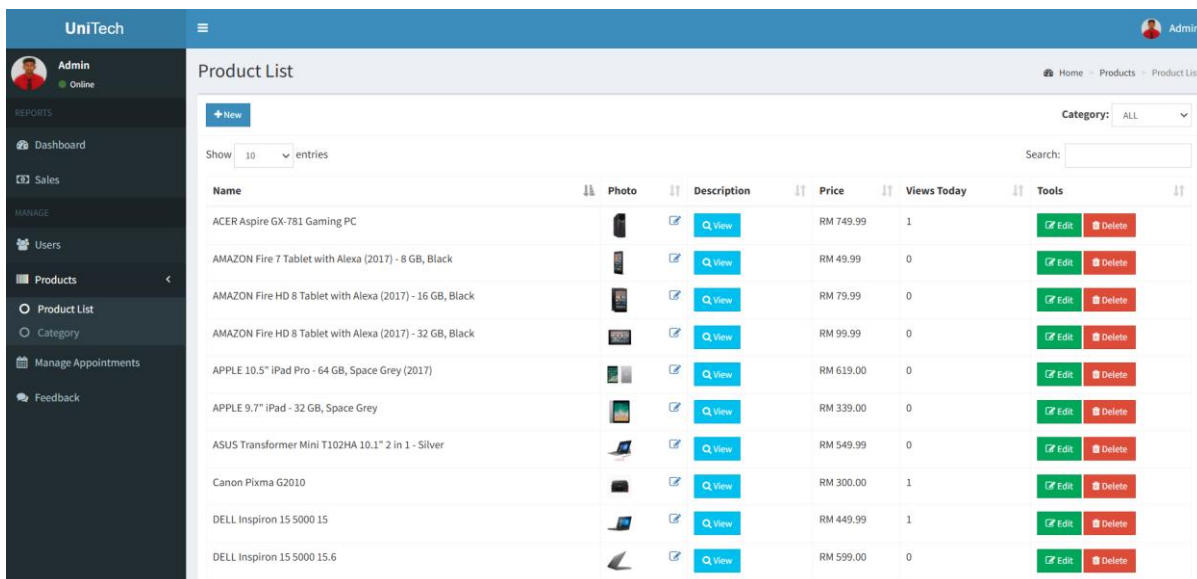


Fig 8 Manage Product Interface

4.1.5 Manage Order

Figure 9a displays the cart interface, where customers can manage their orders by adding products, adjusting quantities, or removing items before proceeding to check out. It provides a summary of selected items, including product images, names, prices, and total costs, ensuring a seamless shopping experience. Figure 9b presents the sales history page for administrators, allowing them to oversee all customer transactions. It includes details such as the buyer's name, transaction status, total amount, and order progress. Administrators can view full order details, print receipts, and update order statuses, ensuring efficient order processing and management.

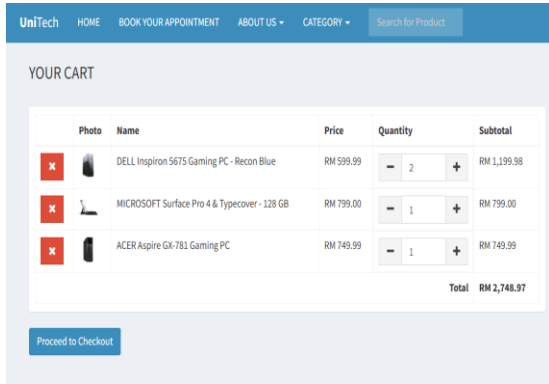


Fig 9(a) Cart Interface

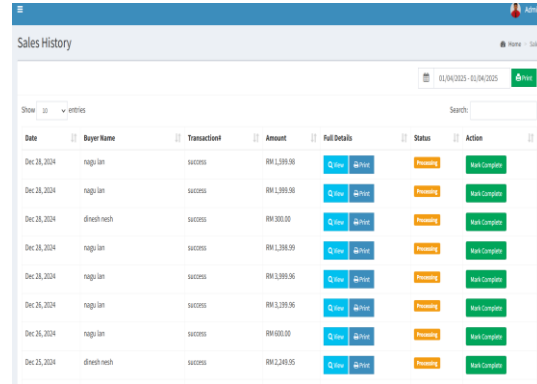


Fig 9(b) Order Interface

4.1.6 Manage Payment

Figure 10(a) shows the payment process, where users can securely complete their purchase by selecting a payment method, entering card details, and providing billing information. The interface displays an order summary, including product names, quantities, and total cost, ensuring a seamless and user-friendly checkout experience. Figure 10(b) presents the transaction summary after the payment is completed, displaying invoice details such as invoice number, date, customer name, and address. It also provides a breakdown of purchased items, their quantities, prices, and subtotal amounts, serving as a confirmation page for users to review their order details before finalizing the transaction.

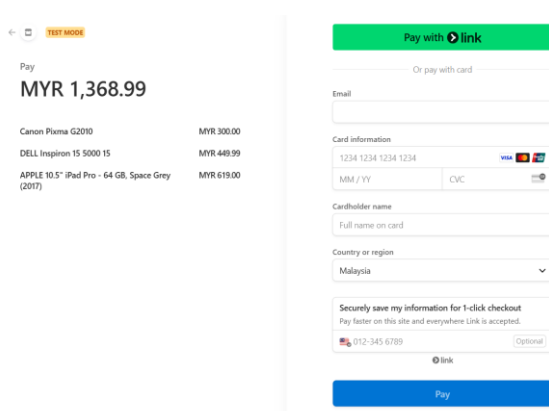


Fig 10(a) Payment Interface

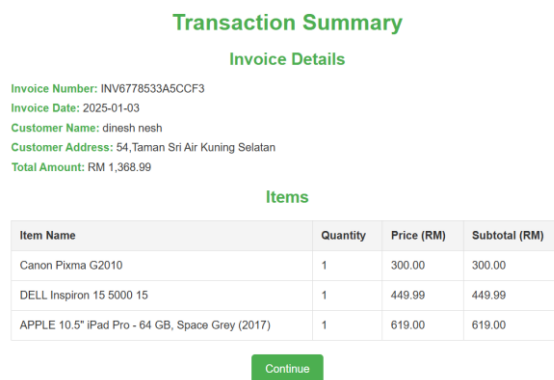


Fig 10(b) Transaction Summary

4.1.7 Manage Appointment

Figure 11(a) shows the appointment booking interface, where users can schedule a service by entering their name, mobile number, selecting a service, and choosing a date and time. The interface is designed for a seamless and user-friendly booking experience, ensuring efficient appointment scheduling. Figure 11(b) presents the appointment management interface for administrators, displaying a list of scheduled appointments with details such as customer name, service type, date, time, and status. Administrators can update the appointment status by marking it as "Complete," ensuring proper tracking and management of service requests.

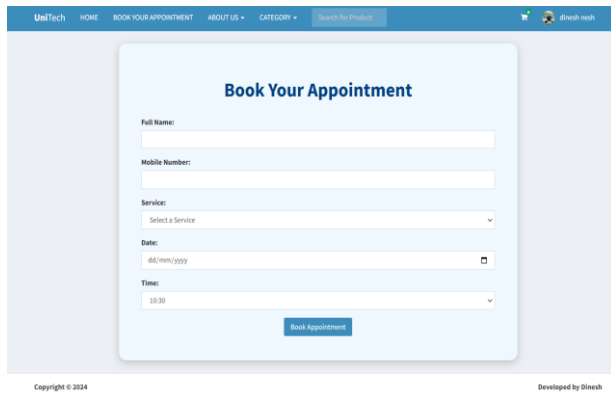


Fig 11(a) Customer Appointment Page

No	Name	Mobile Number	Service	Date	Time	Status	Action
24	Dinesh Muniandy	0146668772	Basic Cleaning	2024-12-31	19:30:00	Pending	Mark Complete
40	Ming	0126281772	Data Recovery	2024-12-31	14:30:00	Pending	Mark Complete
44	hari	0126281772	Device Replacement	2024-12-30	20:30:00	Pending	Mark Complete
23	Dinesh Muniandy	0146668772	Deep Cleaning	2024-12-30	19:30:00	Pending	Mark Complete
25	fanesh	0146668772	Device Replacement	2024-12-30	14:30:00	Pending	Mark Complete
38	hari	01116595170	Preventive Maintenance	2024-12-29	20:30:00	Pending	Mark Complete
41	nanthini	0126281772	Preventive Maintenance	2024-12-29	19:30:00	Pending	Mark Complete

Fig 11(b) Admin Manage Appointment

4.2 Test cases

The testing phase is crucial for evaluating a system's performance and quality. It includes functional testing and user acceptance testing to ensure the system meets user needs while improving reliability and usability (Jindal, 2016). Functional testing verifies that each module and function operates as expected based on functional requirements. It identifies issues like incorrect calculations, missing features, or inconsistent user interfaces using test cases. Table 6 outlines the test cases for all modules.

Table 4 List of Test Cases

Test Cases	Description	Test Result (Pass/Fail)
TEST_100		
TEST_100_001	Verify the customers can register an account	PASS
TEST_100_002	Verify that users can log in with valid credentials.	PASS
TEST_100_003	Verify that the users can log in successfully.	PASS
TEST_100_004	Verify that the system displays an error message for a non-existent account.	PASS
TEST_100_005	Verify that the system displays an error message for an incorrect password.	PASS
TEST_100_006	Verify that users can reset their passwords securely.	PASS
TEST_100_007	Verify that the login page is accessible.	PASS
TEST_200		
TEST_200_001	Verify that a new item can be added with all required details.	PASS
TEST_200_002	Verify that mandatory fields are validated when adding new item information.	PASS
TEST_200_003	Verify that existing item information can be updated.	PASS
TEST_200_004	Verify that existing item information can be deleted.	PASS
TEST_200_005	Verify that products can be categorized for navigation.	PASS
TEST_200_006	Verify the system behavior when updating item information fails	PASS
TEST_300		
TEST_300_001	Verify that customers can place orders through the system.	PASS
TEST_300_002	Verify that admin can view and update order statuses.	PASS
TEST_300_003	Verify that customers are notified of order status updates.	PASS
TEST_300_004	Verify that customers receive order confirmation receipt.	PASS
TEST_300_005	Verify that order information can be searched	PASS
TEST_300_006	Verify order information can be updated	PASS
TEST_300_007	Verify the system behavior when adding new order	PASS

TEST_300_008	Verify that customers receive an error message when trying to place orders with invalid payment details.	PASS
TEST_400		
TEST_400_001	Verify that customers can choose a payment method.	PASS
TEST_400_002	Verify that customers receive confirmation on successful payments.	PASS
TEST_400_003	Verify that the system provides a payment success message after card payment.	PASS
TEST_500		
TEST_500_001	Verify that customers can schedule appointments.	PASS
TEST_500_002	Verify that admin can view and update appointments.	PASS
TEST_500_003	Verify that customers are notified of once repair service is done	PASS
TEST_600		
TEST_600_001	Verify that the feedback form is displayed correctly to customers	PASS
TEST_600_002	Verify that customers can submit feedback successfully.	PASS
TEST_600_003	Verify that admin can view all submitted feedback records.	PASS
TEST_600_004	Verify that feedback records can be searched by the admin.	PASS
TEST_600_005	Verify that feedback records are displayed with accurate details (e.g., name, email, message, experience).	PASS
TEST_600_006	Verify that feedback is sorted by the most recent submissions.	PASS
TEST_700		
TEST_700_001	Verify that admin can access the report generation module.	PASS
TEST_700_002	Verify that reports can be exported as PDF.	PASS

4.3 User Acceptance Testing

A total of 13 respondents provided their acceptance level for the system based on a five-point rating scale. The questionnaire statements and the evaluation from respondents for each statement are presented in Table 8. In conclusion, many respondents rated the system's functionality and user interface as 5, indicating a high level of user satisfaction and acceptance. The results of the interface and module evaluation, based on 13 respondents, are shown as averages in the bar graph in Figure 11. The details of the user interface evaluation and system module evaluation are provided in Appendix C.

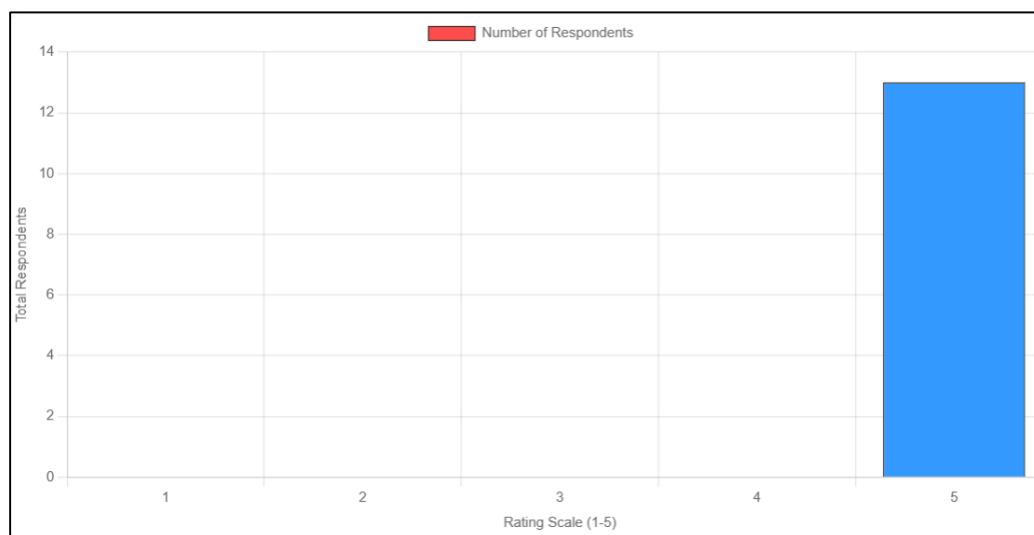


Fig 12 User Acceptance Graph

5. Conclusion

The development of Unitech Webstore marks a significant advancement in modernizing Unitech Smart IT Solution's business operations and enhancing customer satisfaction. This platform integrates crucial e-commerce and service management features, making it a comprehensive digital solution for both customers and administrators. Through structured planning, iterative design, and rigorous testing, the system ensures ease of use, efficiency, and reliability. The key benefits of this project include streamlined product and order management, improved customer engagement, enhanced service efficiency, and an optimized appointment scheduling system. The addition of a feedback mechanism further allows the business to understand customer needs and continuously improve service quality. The platform's scalability ensures adaptability to future business expansions and technological advancements. Beyond operational improvements, Unitech Webstore strengthens the company's digital presence, boosts brand credibility, and enhances its competitive edge. By embracing this digital transformation, Unitech Smart IT Solution is well-positioned to meet evolving customer expectations, drive business growth, and remain a leader in the competitive e-commerce landscape.

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Conflict of Interest

Authors declare that there is no conflict of interest regarding the publication of the paper.

Author Contribution

The authors confirm contribution to the paper as follows: **study conception and design:** Dinesh a/l Muniandy, Dr. Abd Samad Bin Hasan Basari; **data collection:** Dinesh a/l Muniandy Dr. Abd Samad Bin Hasan Basari; **analysis and interpretation of results:** Dinesh a/l Muniandy Dr. Abd Samad Bin Hasan Basari; **draft manuscript preparation:** Dinesh a/l Muniandy Dr. Abd Samad Bin Hasan Basari. All authors reviewed the results and approved the final version of the manuscript.

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Appendix A of Data Flow Diagrams

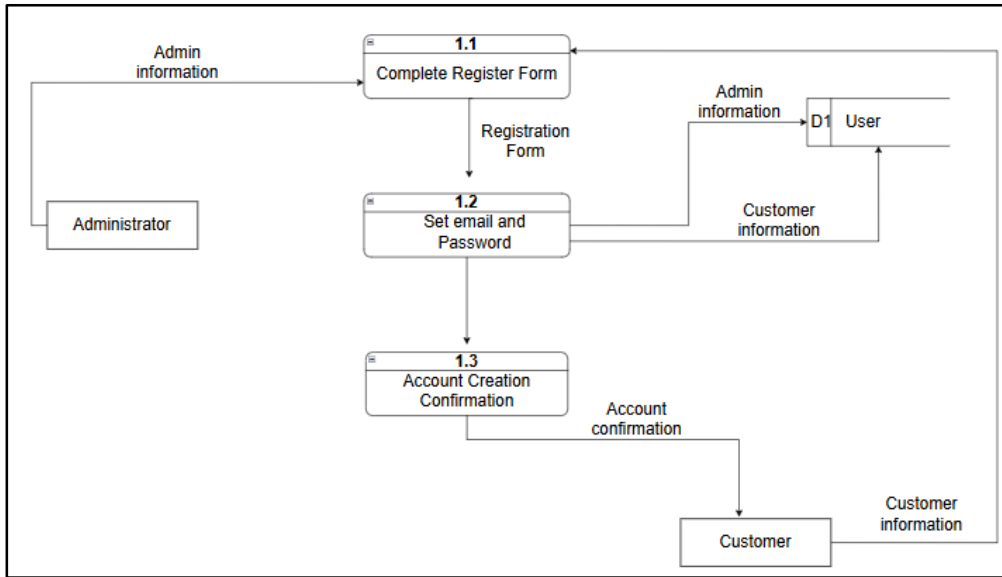


Fig A.1 DFD Data Flow Diagram Level 1 Process 1.0 Create Account

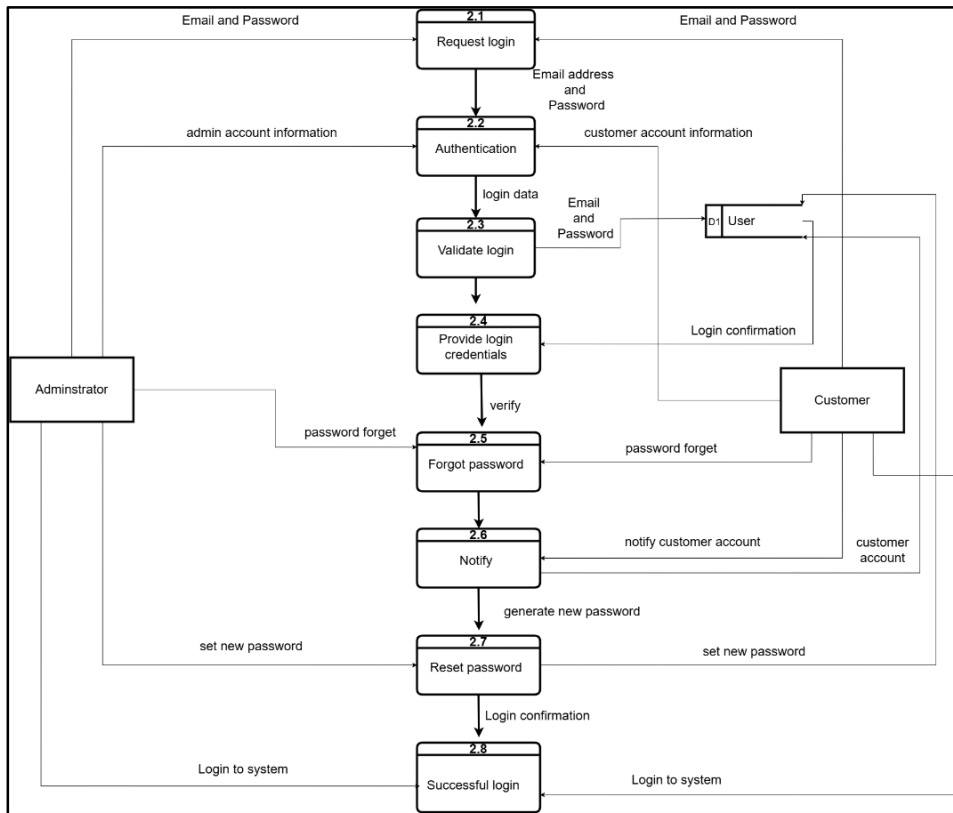


Fig A.2 DFD Data Flow Diagram Level 1 Process 2.0 Login

Appendix B of Entity Relationship Diagram

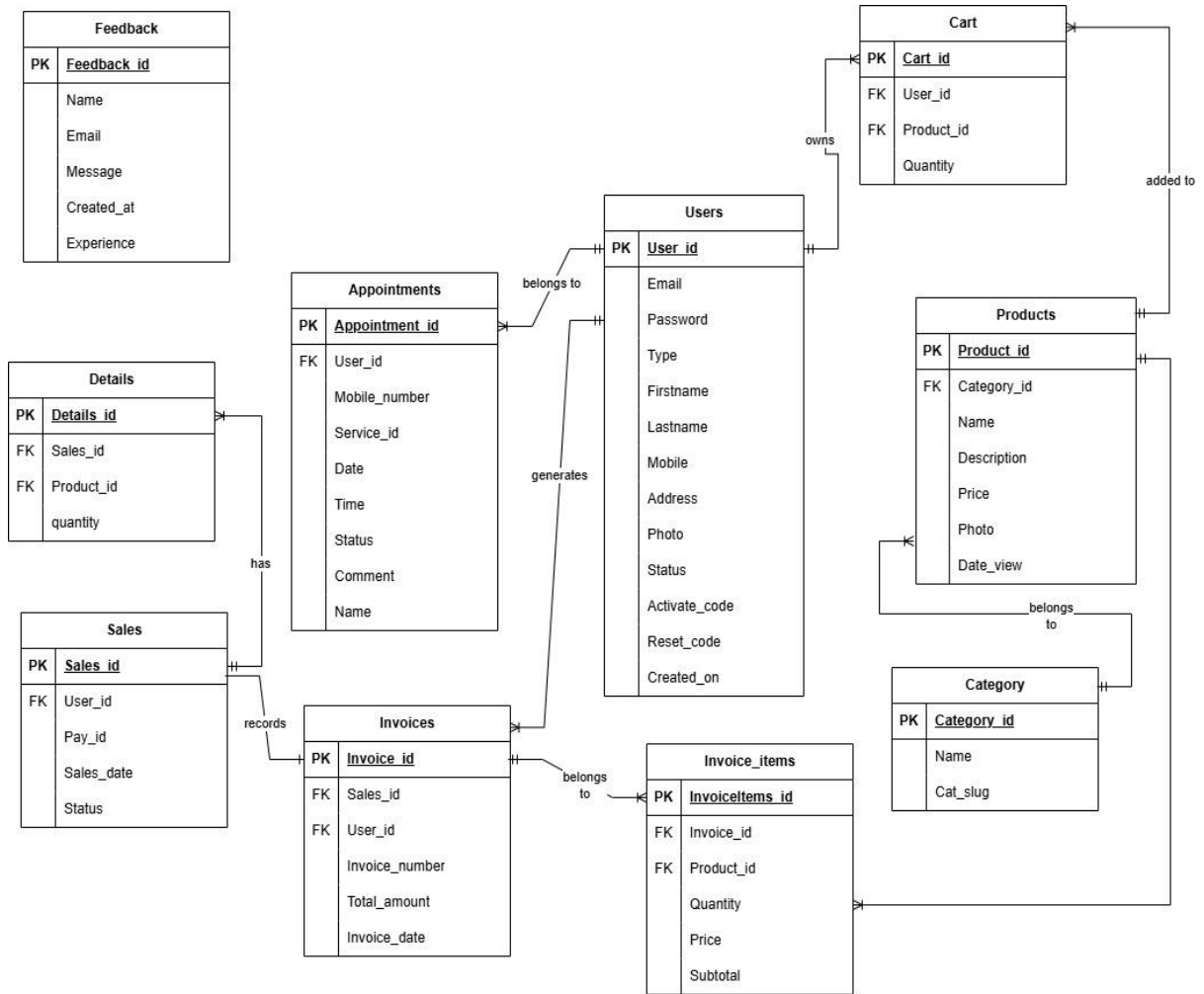


Fig B.1 Entity Relationship Diagram

Appendix C

Table C.1 User Interface Evaluation

No	Statement	Scale					Total
		1	2	3	4	5	
1	Does the Unitech Webstore help you browse and purchase products more quickly?	0	0	0	0	13	13
2	Does the system improve your overall shopping experience by providing detailed product information?	0	0	0	0	13	13
3	Does the system increase your satisfaction by allowing you to view your orders or transaction details?	0	0	0	0	13	13
4	Does the system make it easier for you to schedule repair appointments or provide feedback ?	0	0	0	0	13	13
5	Overall, do you find the Unitech Webstore useful for your shopping and service needs?	0	0	0	0	13	13

Table C.2 System Module Evaluation

No	Statement	Scale					Total
		1	2	3	4	5	
1	Is it easy for you to learn how to browse products and place orders in the Unitech Webstore?	0	0	0	0	13	13
2	Can you easily perform tasks like adding items to your cart without any trouble?	0	0	0	0	13	13
3	Do you find the system's interface clear and easy to understand?	0	0	0	0	13	13
4	Is it easy for you to become confident in using the system for future transactions?	0	0	0	0	13	13
5	Overall, do you find the Unitech Webstore simple and user-friendly?	0	0	0	0	13	13

Unitech Webstore Computer Sales and Services - User Acceptance Test (Admin)

Perceived Usefulness

Please rate your level of satisfaction with the user interface of this system, using a scale of 1 for 'highly unsatisfied' to 5 for 'highly satisfied'.

Using the Admin Dashboard helps you complete your tasks more quickly.

1 2 3 4 5

Highly Unsatisfied Highly Satisfied

Does the system improve your performance when managing products?

1 2 3 4 5

Highly Unsatisfied Highly Satisfied

Does the system help you manage orders effectively?

Section 2 of 2

Perceived Ease of Use

Please rate your level of satisfaction with the user interface of this system, using a scale of 1 for 'highly unsatisfied' to 5 for 'highly satisfied'.

Is it easy for you to learn and use the features of the Admin Dashboard?

1 2 3 4 5

Highly Unsatisfied Highly Satisfied

Can you complete tasks like updating product details or processing payments without confusion?

1 2 3 4 5

Highly Unsatisfied Highly Satisfied

Do you find the Admin Dashboard's menus and features intuitive and easy to understand?

1 2 3 4 5

Highly Unsatisfied Highly Satisfied

Does the Admin Dashboard provide you with helpful reporting tools for monitoring sales and performance?

1 2 3 4 5

Fig C.1 (a) and (b) Sample Google Form for Admin

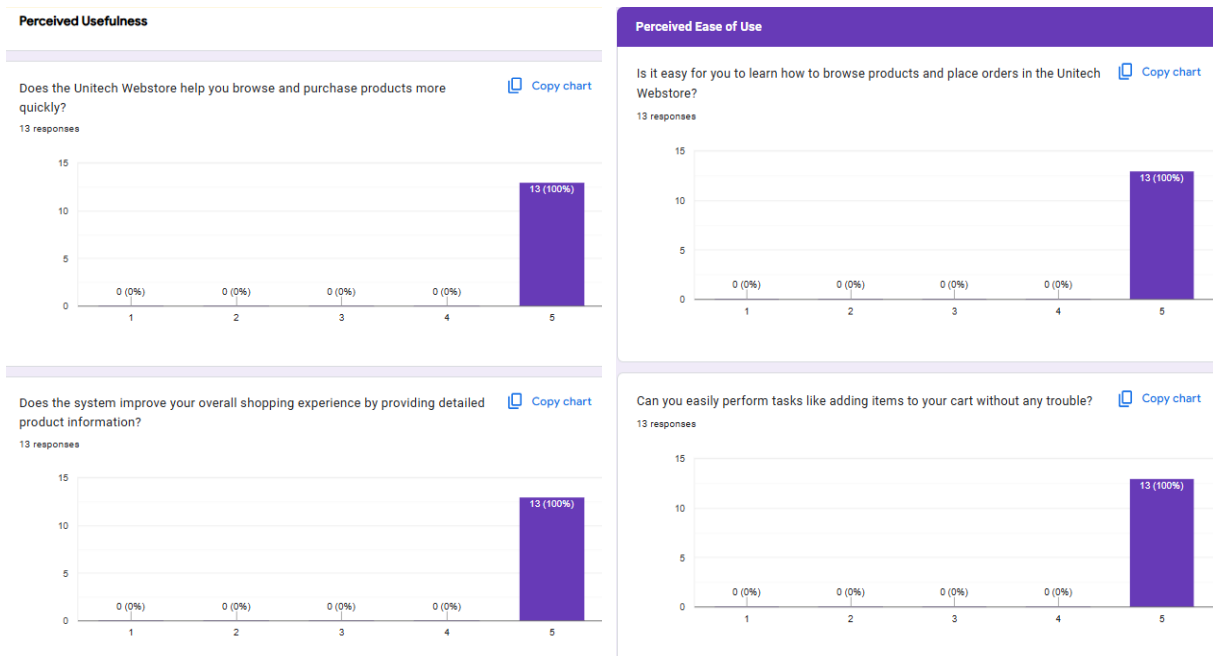


Fig C.2 (a) and (b) Sample Google Form for Customer