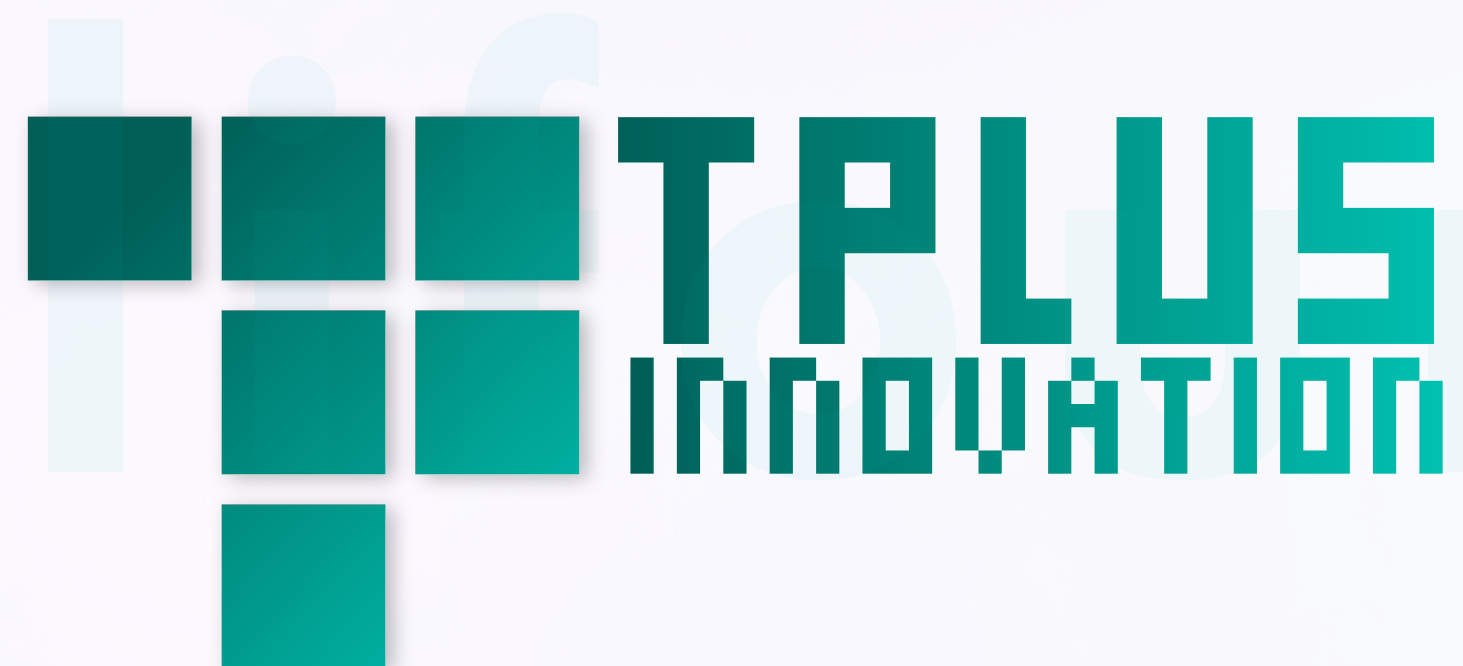
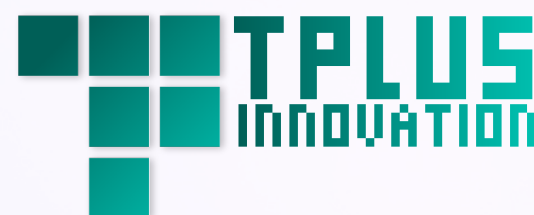




PFE BOOK 2025 - 2026



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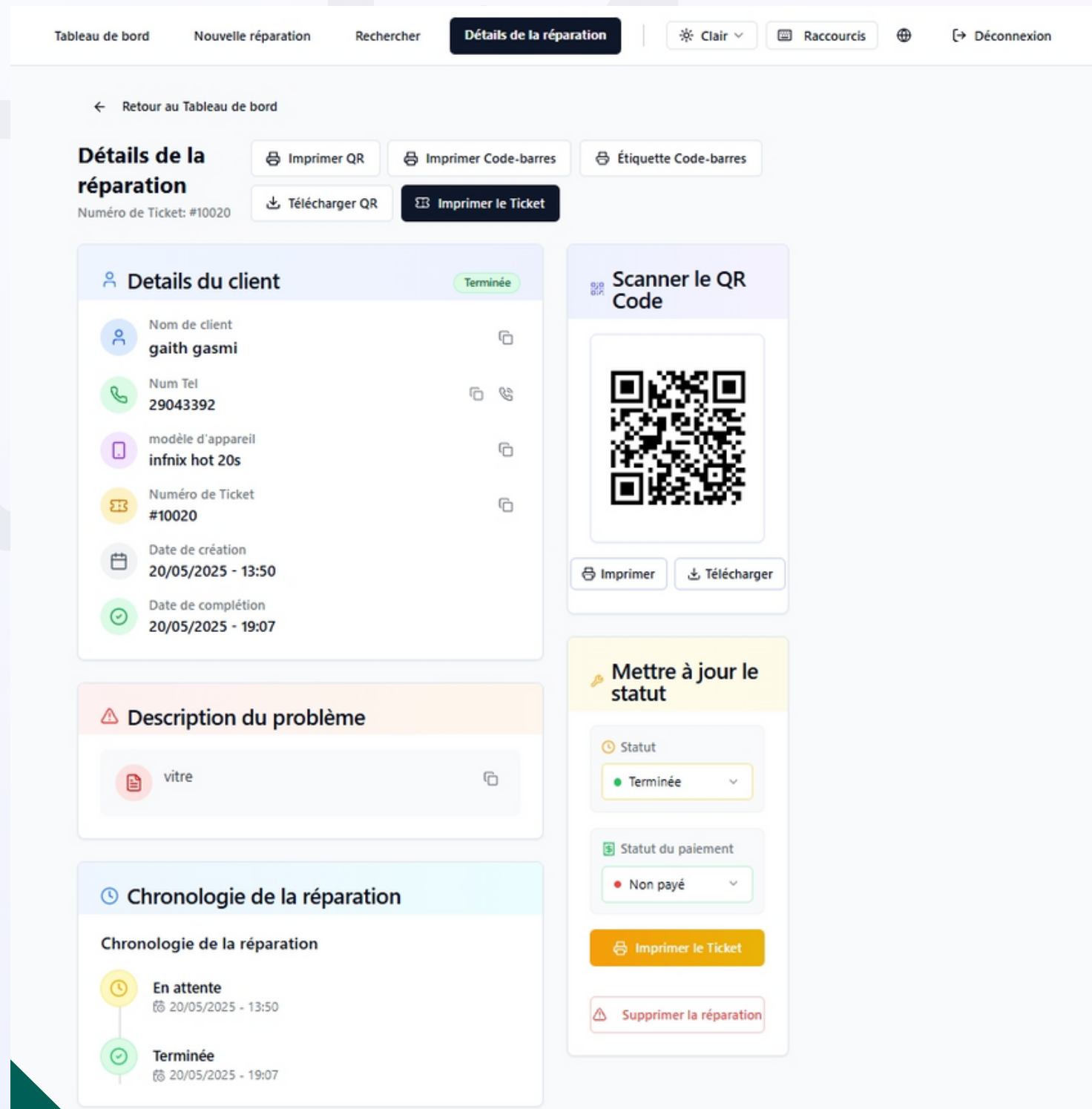
introduction

TPLUS Innovation is a dynamic technology startup, officially labeled by Startup Tunisia, specializing in the development of SaaS solutions, AI-powered systems, and automation tools for businesses. Our goal is to provide innovative software that simplifies operations, improves productivity, and enables companies to leverage technology for growth.

We focus on:

- SaaS platforms for small and medium businesses, delivering scalable and cloud-based software solutions
- AI and automation, helping businesses reduce manual workloads, optimize processes, and improve decision-making
- Internal and client-focused tools, including dashboards, reporting systems, and workflow automation





Core Product — Talifouni+

Talifouni+ is our flagship SaaS platform designed specifically for electronics repair stores. It helps businesses efficiently manage their daily operations, including:

- Repair management: Track repairs from intake to completion
- Sales & payments: Handle transactions and invoice generation
- Time tracking: Monitor repair times and employee productivity
- Customer experience: Allow clients to track the status of their repairs from home

Talifouni+ combines operational management with a customer-facing portal, enabling repair stores to streamline workflows while providing transparency and convenience to their clients.

www.talifouni.com

vision

To be a leading provider of AI-driven SaaS and automation solutions that empower businesses in Tunisia and beyond.

Deliver high-quality, innovative software that automates processes, enhances operational efficiency, and enables businesses to focus on growth.

mission

Internship Program Overview

We offer PFE internships that allow students to:

- Work on real, production-level software projects
- Gain experience in AI, automation, and full-stack development
- Learn industry-standard tools
- Participate in a collaborative, professional startup environment
- Contribute to projects that impact our SaaS platforms directly

Duration: 4–6 months

Learning Outcomes: AI integration, multi-tenant SaaS design, enterprise software workflows, DevOps fundamentals.

Internship Projects List

Project 1

Talifouni+ Notification Gateway: Centralized Multi-Tenant Communication System

Category:

SaaS Product Enhancement

Description:

Build a multi-tenant notification system to communicate with all Talifouni+ stores:

- Send system updates, maintenance alerts, invoice reminders
- Target notifications by tenant, group, or plan type (Standard / Advanced / Premium)
- Schedule notifications for future delivery
- Dashboard for tracking delivery, engagement, and read status

Skills Learned:

- Designing multi-tenant architecture for SaaS platforms
- Implementing event-driven notification systems for targeted messaging
- Scheduling and sending notifications with priority and segmentation rules
- Creating dashboards to monitor delivery, read status, and engagement metrics
- Handling scalability and reliability for multi-store communication

Project 2

AI-Powered Customer Interaction Bot for Businesses

Category:

AI & Automation

Description:

Develop an AI bot to understand and respond to customer inquiries for businesses:

- Use business websites, catalogs, and service documents as knowledge sources
- Classify customer queries (product info, pricing, services, orders)
- Provide automated, human-like responses
- Escalate unresolved questions to human agents

Skills Learned:

- Designing and training NLP models for intent classification and entity extraction
- Integrating multiple knowledge sources (websites, catalogs, PDFs) into an AI system
- Building a conversational AI workflow with human escalation
- Using APIs to optionally connect with messaging platforms (e.g., WhatsApp, Messenger)
- Implementing logging and analytics for AI conversation performance

Project 3

TPLUS Support Center App: AI-Powered Ticketing & Jira-Integrated Issue Resolution

Category:

Customer Experience / AI

Description:

Build a support platform for TPLUS clients:

- Clients report software bugs, system errors, or hardware issues
- Attach screenshots, photos, PDFs, or recordings
- AI support agent analyzes messages + attachments and provides solutions
- Escalates unresolved issues to human agents
- For software bugs, automatically creates Jira tickets via API
- Dashboard for support staff to track, assign, and resolve tickets

Skills Learned:

- Developing AI-assisted support workflows, including automatic ticket suggestions
- Implementing file upload handling (screenshots, PDFs, images) and processing
- Integrating with Jira REST API to automatically generate and track tickets
- Designing user-friendly dashboards for support agents
- Handling escalation logic between AI agent and human support

Project 4

Mini-ERP for TPLUS Innovation: Automating Expenses and Online Payments

Category:

Business Operations

Description:

Develop a lightweight ERP system to manage TPLUS Innovation's internal finances efficiently:

- Record and categorize expenses, including recurring expenses
- Generate quotes, invoices, and recurring invoices automatically
- Enable online payments for invoices
- Automate reminders for due payments and recurring transactions
- Provide dashboards with real-time analytics for expenses, income, and cash flow

Skills Learned:

- Designing and implementing recurring financial workflows (invoices, expenses)
- Building interactive dashboards for real-time tracking of revenue and expenses
- Implementing online payment integration and transaction validation
- Automating reminders and notifications for due payments
- Structuring a lightweight ERP backend with relational or document-based data models

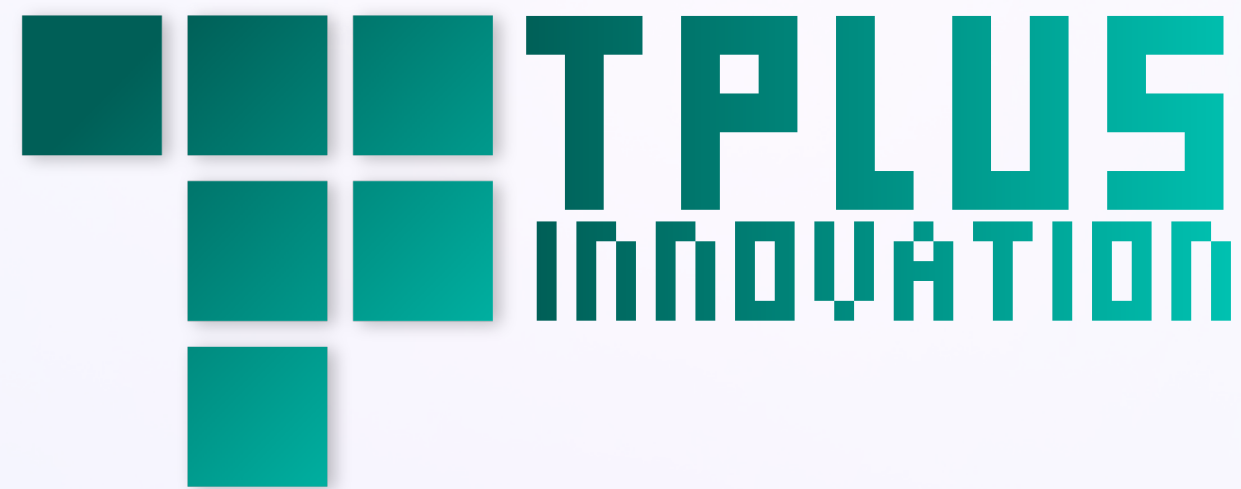
How to Apply

Students interested in PFE internships at TPLUS Innovation should send:

- CV & cover letter
- Portfolio or GitHub (if available)
- The Project they are interested in

Email: hello@tplusinno.com

get in touch with us



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