

ABSTRACT

Nowadays, the existing system of customer service order has some limitation to provide the timely, accurate and manual system. The computer service company will has successfully deliver support services to customers that will do business in “time sensitive” environments. Thus, we would have the system that is used to capture repair information and interfaces with other systems to get correct part information and contract information. The system will construct accurate, quality and timely customer service order and improving customer satisfaction. The customer service order record, then becomes part of a database used by support division to improve service ability.

That reason brings to the beginning of this project’s idea. The Customer Service Order System is introduced to provide the hardware and service support in order to serve both CRYSTAL staffs and customer requirement.