ABSTRACT

This project is a web-based customer service system that developed by using Internet technology. The customers can use Web browser to connect with the providers. The objective of this program is support the companies which has provided the services to their customer about their products. Customer service program allows customers to communicate by standard Web browser (Internet Explorer and Netscape). Thus customers can be received the services if the customers can be used the internet. No matter whether the customers is at the office, at home or anyplace in the world, the customers can be received the services if they have computers and used the internet system.

This program can support the work flow in the customer service system that increases efficiency in the customer service operation. Due to use the computerized system and special software. The customer service program is developed for customer service system. This program is called "Service Point X".