ABSTRACT

Customer Service & Repair System is created for a retail mobile phone business, Digital Mobile Shop Co., Ltd. The business provides quality products and services to customers. The nature of business requires a tremendous amount of data to be collected on the order of customers. A lot of paper documents are kept for reference and analysis.

Currently, some processes are done manually, some are done by using MS-Excel and are time consuming. The human error is quite a big problem because of service repair which can't estimate schedule finish date to customers and also cannot follow up the status of each job order that is solved by engineers. Information seeking always takes a lot of time. These cause staffs to do over time, which increase operating expenses for the company. Due to intense competition in business, the company needs to improve business processes for more customer satisfaction.

With the proposed system, it will use a computerized system with web based architecture by all shops connected to center. All sales data will be kept in database using Oracle 9I Database. The application is developed by using Oracle Developer 2000 with a user-friendly interface. Information can easily be retrieved in a short time. Document and report preparation can also be prepared in less time. It solves the problem of the existing system and provides better information support for management.