

ABSTRACT

Software Response Service System (SRSS) is the customer information for computer business. SRSS will serve as an integral part of information service to the management. SRSS is designed to provide the data consistency and timely information as it will leverage information systems to achieve a competitive advantage that ultimately leads to increase profitability. SRSS is developed based on the client/server computing technology.

Currently, there is no Call Report at the Response Center that everyone can share and use efficiently. Each department has to request by given Management's approval with the specified requirement. Therefore, the data cannot be used efficiently, yet summary report and ad hoc queries cannot be provided to the management on timely basis.

The area under study of this system includes customer record and report generation. The major reports produced are Summary Call Logging Report for each department i.e. Management, Sales Support, Service Coordinator and Response Center, and, the analysis report which are Sales Forecast, the list of call logging date, customer name or listed by given period. These outputs will be an effective tool for better decision making by the management with regards to the customer issues.