

### ABSTRACT

Customer Service Information System is developed for the computer company. The study emphasizes computerization of customer service information processing. Currently the processing of customer service information are done manually and many problems have occurred due to the operation. The proposed customer service information system was designed to provide the accurate and timely information to the management ,staff and customer. The areas of this system are maintenance ,calculation of customer service record and report generation. Major reports produced are customer service information include the service cost, warranty product period, and the cost/benefit summary report. Those outputs will be an effective tool to provide better information to the management and customer.