

1.0 INTRODUCTION TO CUSTOMER CARE MANAGEMENT (e-CCM)



Figure 1 e-CCM Logo

e-Customer Care Management or known as e-CCM is a system that enable user to help the operated company that is under IT basis field. Actually, e-CCM system is general and can be used by any type of company field and it can give many benefits to the company from the aspect sales and sells and buys. Long story short, most of the company does not aware about their clients needs. This can be proven when the clients buy goods at a few company operated, the staff does not even know their clients and some of them buy goods but does not know how to use it. so, with the existence of e-CCM, clients who is facing a problem, the staff that is expertise in that particular goods need to entertain their clients through this system.

e-CCM is a good tool not only for a small company, but also big company. The clients can ask any kind of questions as long as it is related to what has been stated by company. e-CCM act as an IT support service and maybe will be upgraded to more effective system. The main goal of this system is to create the bonding between clients and staffs. If there only a small problem arise, client does not have to go to the company just to fix a things that can be done at home with a help of that company's staff. This system will help a thousand of people that having a problem, including company which they can make this system as their platform to search for

a loyal client thus can increase the profits of company. Meaning to say, e-CCM bring too many benefits to a company especially a newbies in the industry.

This system is belief help company on creating a good bonding with client and it is more efficient as well as effective. E-CCM is a good tool and supported by many requirements such as the database system that can will not give a headache to client. The system is user-friendly. One of the reason it is user-friendly is that the client is not being tortured by a guideline or manual in order to use it. For instance, the first step client need to do is to register a form if they are not a member and then proceed to the topic discussion and wait for the company's staff to reply within a 24-hours. All type of users can use this system, there is no restriction.

2.0 STATEMENT OF PROBLEMS

As what has been told, the reason this system is created is due to a few reason :

2.1 Help in increasing sales of the company

Most of the company use many kind of methods in order to attract their clients and this system is one of those methods. It is actually a great tool to use in a company to help increasing sales. By using e-CCM system, the staff will only focusing to that particular clients to solve his of her problem until succeed.

2.2 To find the loyal customer

Finding a loyal customer is actually difficult if the company does not recognize who is their loyal customer. Everytime the customer buy goods product at that particular company, the client just buy it then the bond stop there. The staff need to do something in and it can be whether the staff need to update the client's testimony, to promote a new or upcoming products, and to spread the words about the discounts each months. Staff need to do more effort in order to help the company increasing the sale.

2.3 To solve customer's problem

Solving a customer problem is actually an easy thing to do when the staff is expertise in that particular fields. For instance, the company is based on Information Technology so the staff who is going to handle this system will be someone who is expertise in IT. so, the staff will be helping clients to solve their problem and they have to entertain client's until client's problem is solved.

3.0 DEVELOPER PROFILE



**TENGGU ALIA
EDIRA BINTI TUAN
MD AZAHAN**

*Bachelor fo Information
System Management
UITM Cawangan
Kelantan*

Address
Lot-561 Lorong Haji
Mat Salleh, 15150 Kota
Bharu Kelantan

Email
alytalia@yahoo.com

Phone
013-3268931

Skills
PHP/MySQL

PROFILE

Dedicated and motivated system developer that the main goal is to contribute to company success. proven ability to establish rapport with clients and exceed sales quotas. reliable and driven, with strong time management and prioritization abilities

EDUCATION
**UNIVERSITI TEKNOLOGI MARA
KELANTAN (2017-2020)**

-Bachelor of Information Science
(Hons) Information System
Management
cgpa :3.01

**UNIVERSITI TEKNOLOGI MARA
KELANTAN (2015-2017)**

-Diploma in Information Management
CGPA :3.31

RESPONSIBILITIES

- Confirms project requirements by reviewing program objective, input data, and output requirements with analyst, supervisor, and client.
- Encodes project requirements by converting work flow information into computer language.
- Programs the computer by entering coded information.

Figure 2 Developer Profile

4.0 AIMS AND OBJECTIVES OF THE PROJECT

e-CCM is developed in order to cope with the issues and problems as mentioned as well as to achieve this following objectives :

- 3.1 To increase the company's sales and profits. the company needs to know their client's need only then they can trace where and how to give client's desire
- 3.2 To minimize the time taken for client's to come over the shop just to fix the thing that can be fix using e-CCM
- 3.3 To develop tools that can help the company to know their loyal customer because without this e-CCM system, it would be difficult to cope out with this problem. The staff need to entertain the client until their problem is solved

5.0 SCOPE AND LIMITATION OF PROJECT

e-CCM can be used by three types of user which are the clients, staff, and administrator. So, this system has many great tools and multiple functions suit for specific purposes :

5.1 Registration

Logically, there is no system that does not have a function for registration. Yes, it is a must in every system created including e-CCM. This kind of function enable the three users to register into the system. It will record all the users information such as their information and their details. It will be kept and saved in the database system. Then, the users can login into the system.

5.2 Add/Update/DeleteMenu

This system also includes the menu function. As for the clients, they can update their detail information in the system if there any new information or error during the registration. Next, the user can saved their comment before the staff related reply to their comments. The admin can add and delete as well as save which they feel important or the other way around.

5.3 Open Topic for Discussion

e-CCM clients can comment or also know as a forum. But this system only the between the client and staff. Means that, eventhough it look alike forum, but it is more to discuss and ask the staff about their problem.

6.0 ESTIMATED BUDGET AND COST REQUIRE FOR PROJECT

Below is the table of the estimated budget and cost required :

Table 1 Budget and cost required

No	ITEMS	DESCRIPTION	PRICE
1	Laptop	Macbook Air (13-inch, Early 2015)	RM4999.00
2	Adobe Dreamweaver	Adobe Dreamweaver CC 2018	RM170.00
3	Adobe photoshop	Adobe Photoshop CC 2017	RM 270
4	Mamp Server <ul style="list-style-type: none"> • MySql • PHP • Apache 		Free of charge

7.0 HARDWARE AND SOFTWARE DETAILS USE IN PROJECT

7.1 Hardware






ITEMS	DESCRIPTION	ESTIMATED PRICE
	<p>Macbook Air (13-inch, Early 2015)</p> <ul style="list-style-type: none"> Laptop used to do a sytem 	<ul style="list-style-type: none"> RM4999.00
	<p>Adobe Photoshop CC 2017</p> <ul style="list-style-type: none"> Involving with desugn and photo editing 	<ul style="list-style-type: none"> RM270
 <p>Adobe Dreamweaver CC</p>	<p>Adobe Dreamweaver CC 2018</p> <ul style="list-style-type: none"> Used in designing web pages 	<ul style="list-style-type: none"> RM170
	<p>MySQL Server 5.5.29</p> <ul style="list-style-type: none"> Allow developer to access MySQL function to be available 	<ul style="list-style-type: none"> Free of charge
	<p>Apache License 2.0</p> <ul style="list-style-type: none"> The Apache HTTP server called Apache is free and open source web server 	<ul style="list-style-type: none"> Free of charge

Figure 3 Hardware and Software details

8.0 SYSTEM FLOWCHART AND DIAGRAMS

8.1 User Flowchart Process

8.1.1 User's Registration Process

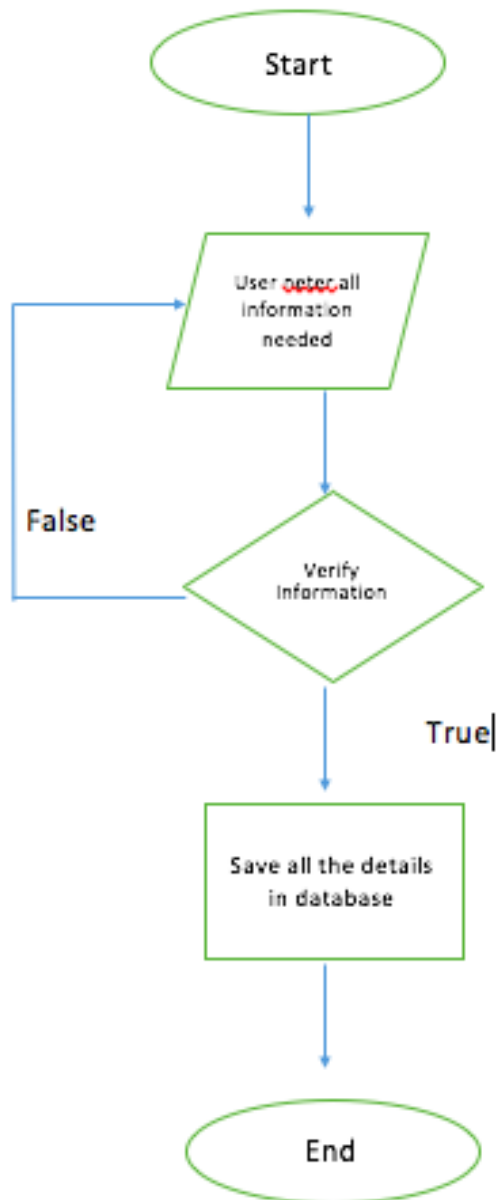


Figure 4 User registration process

8.1.2 Log In Process

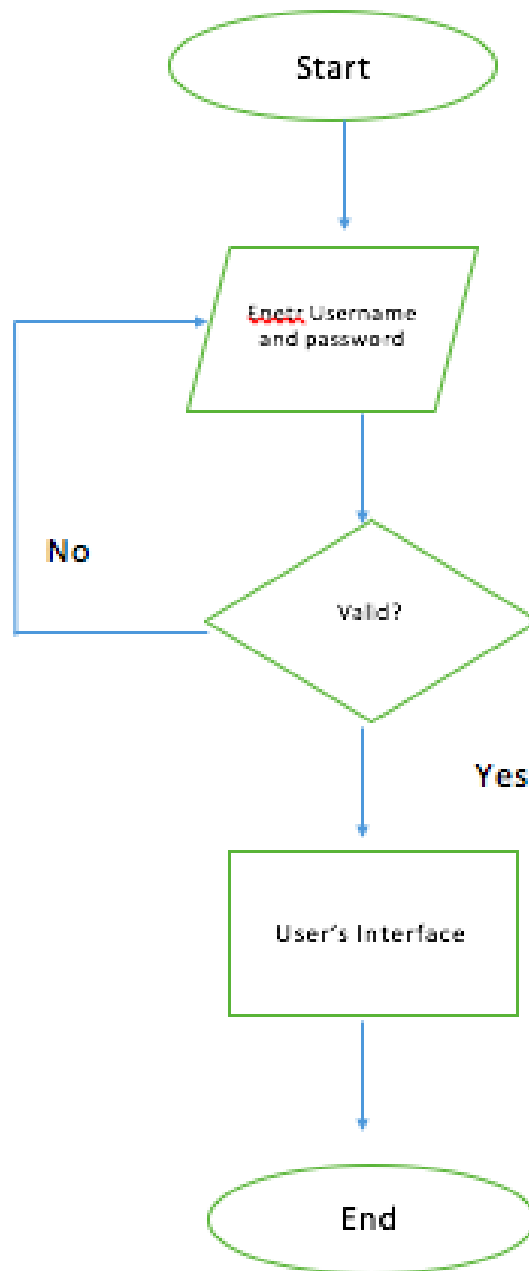


Figure 5 Login process

8.1.3 Select Topic, Select Menu and Discussing Process

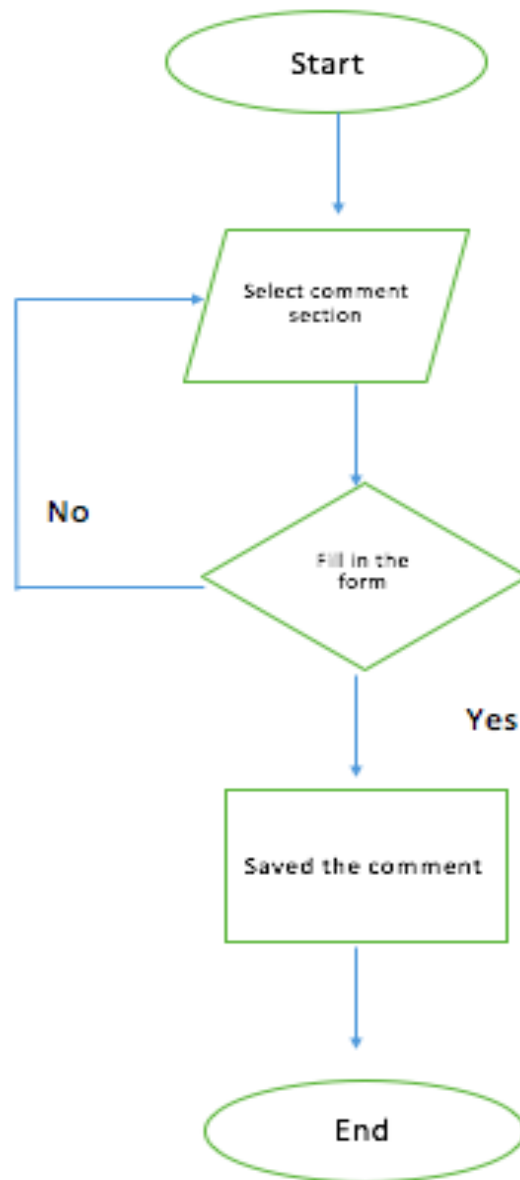


Figure 6 Select topic, menu and discussing process

8.1.4 Update Information

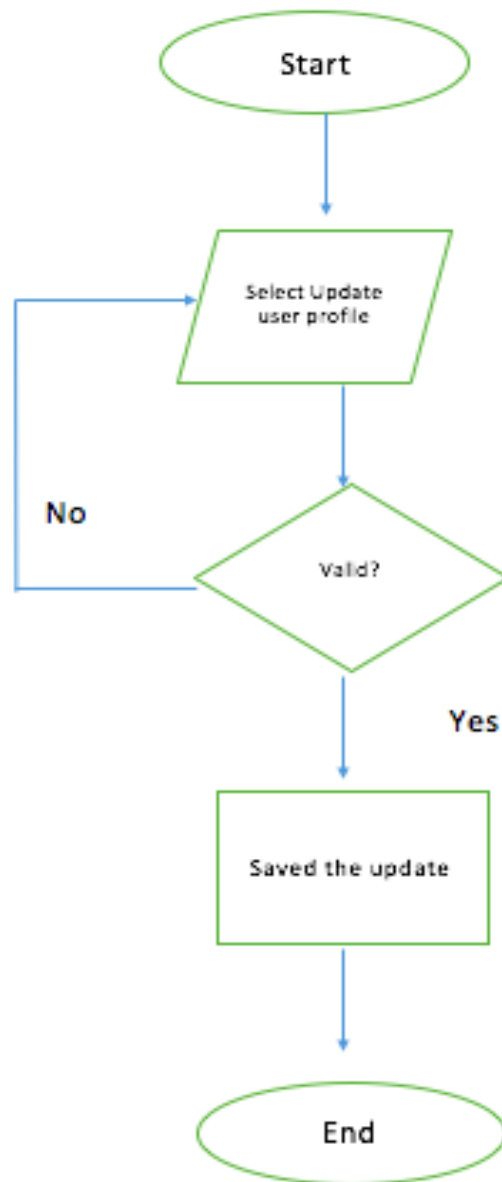


Figure 7 Updating Process

9.0 STORY BOARD, WEB SYSTEM STRUCTURE AND NAVIGATION

9.1 Customer's Interface

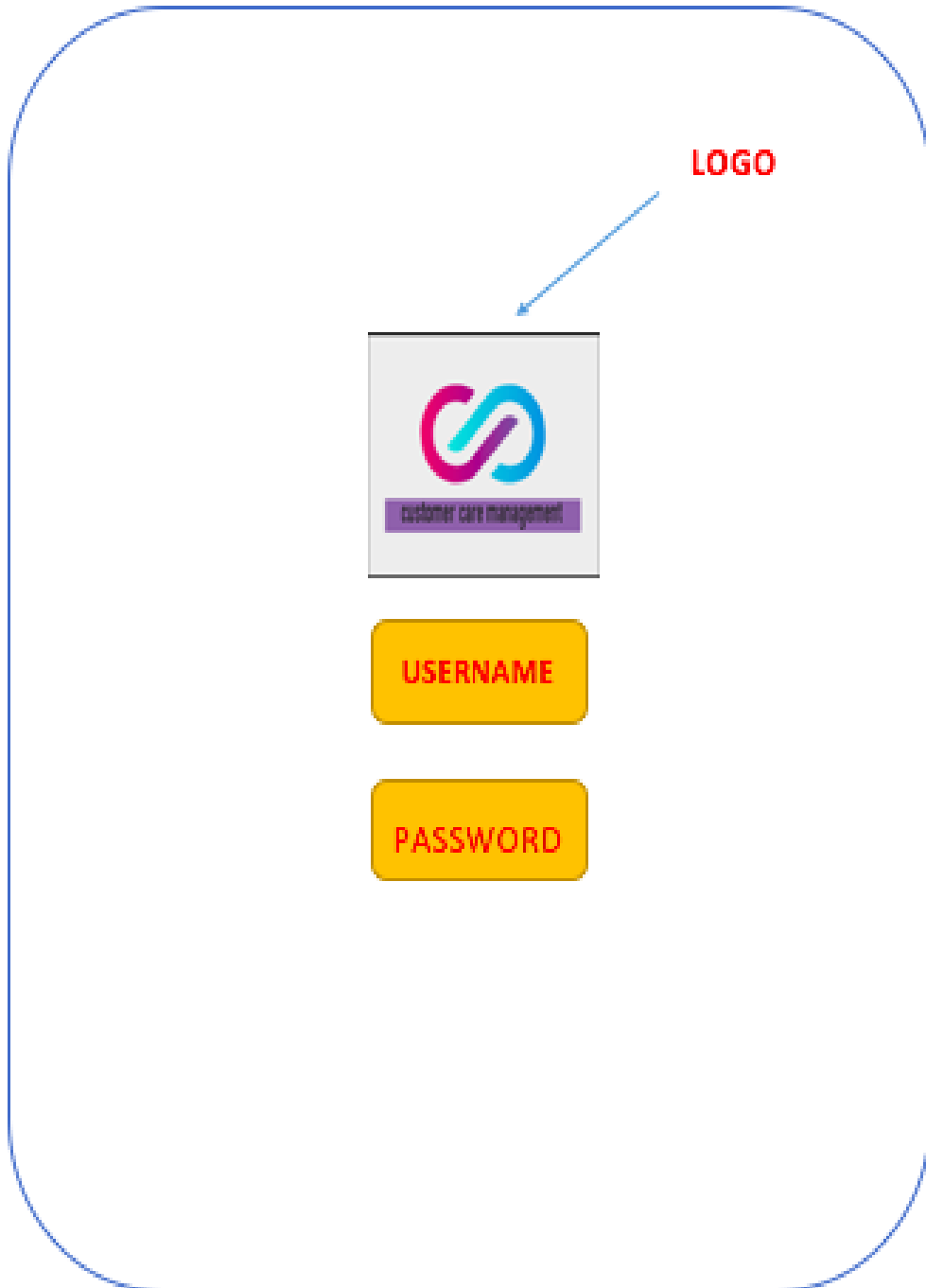


Figure 8 Customer Interface

9.2 Login Form

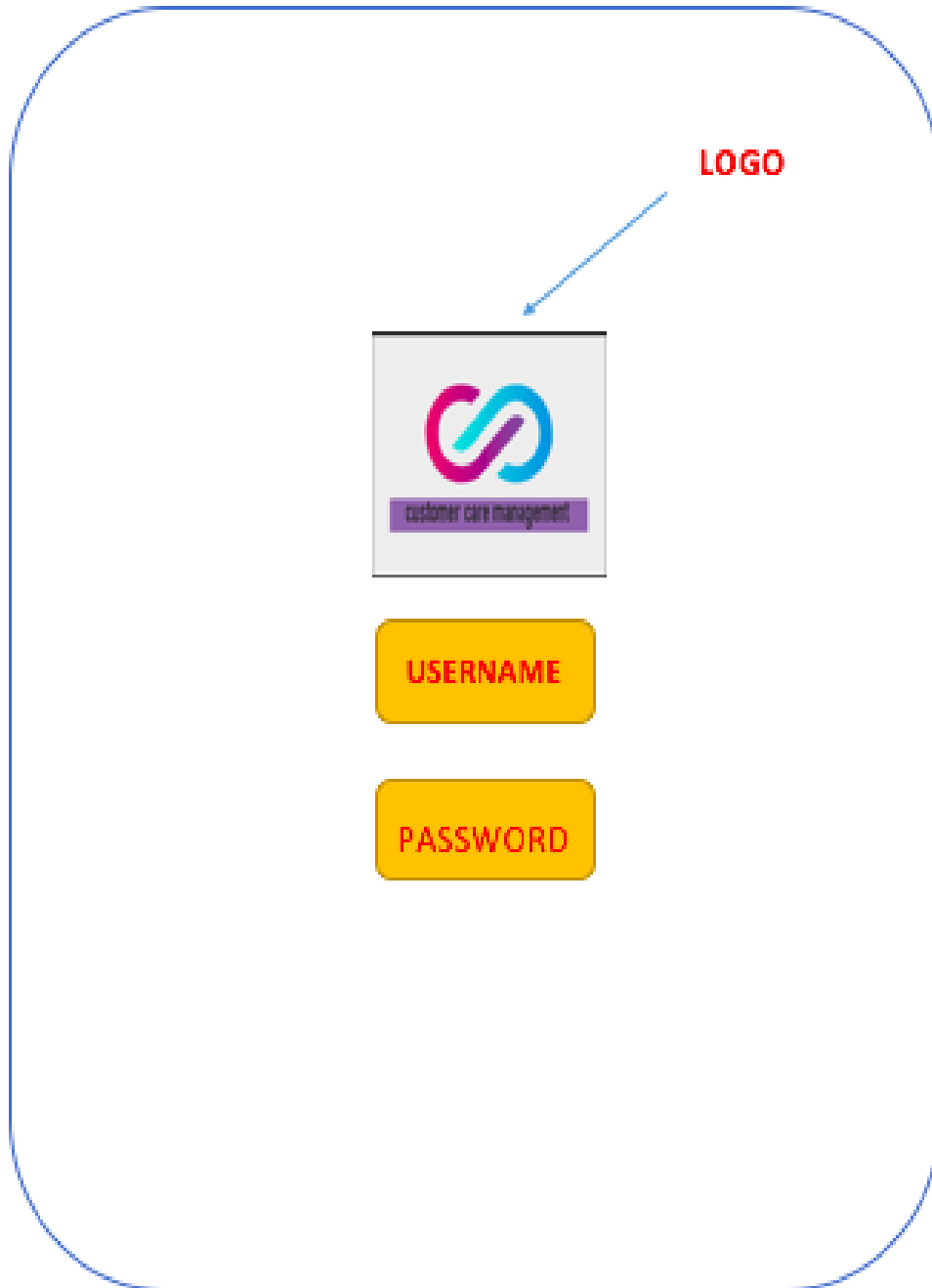
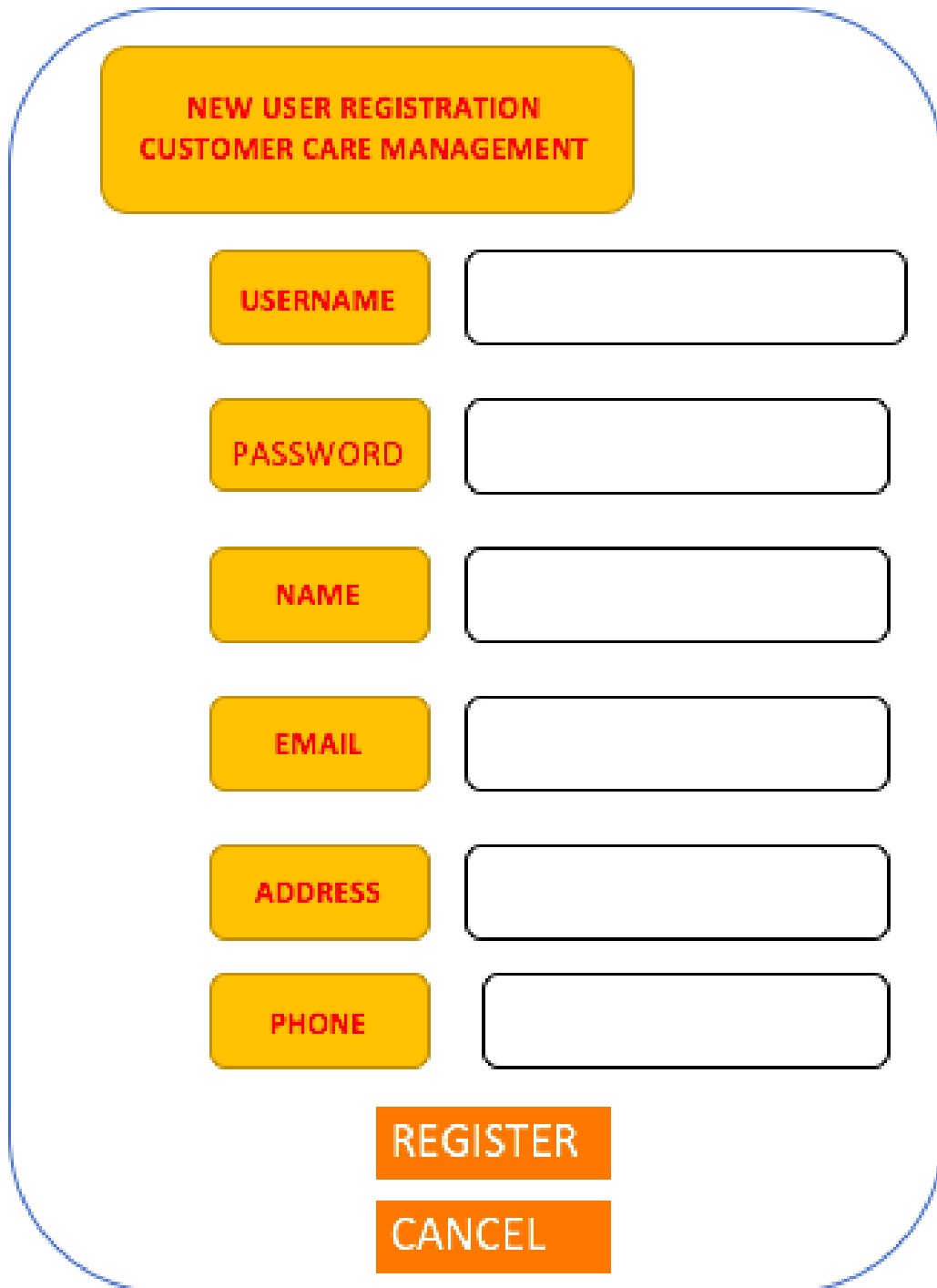


Figure 9 Login form

9.3 Register New Form



The form is titled "NEW USER REGISTRATION CUSTOMER CARE MANAGEMENT" in red text on a yellow background. It contains six input fields, each with a yellow label button: USERNAME, PASSWORD, NAME, EMAIL, ADDRESS, and PHONE. At the bottom, there are two orange buttons: REGISTER and CANCEL.

Field Label	Input Field
USERNAME	<input type="text"/>
PASSWORD	<input type="text"/>
NAME	<input type="text"/>
EMAIL	<input type="text"/>
ADDRESS	<input type="text"/>
PHONE	<input type="text"/>

REGISTER

CANCEL

Figure 10 Register New Form

9.4 CCM Page

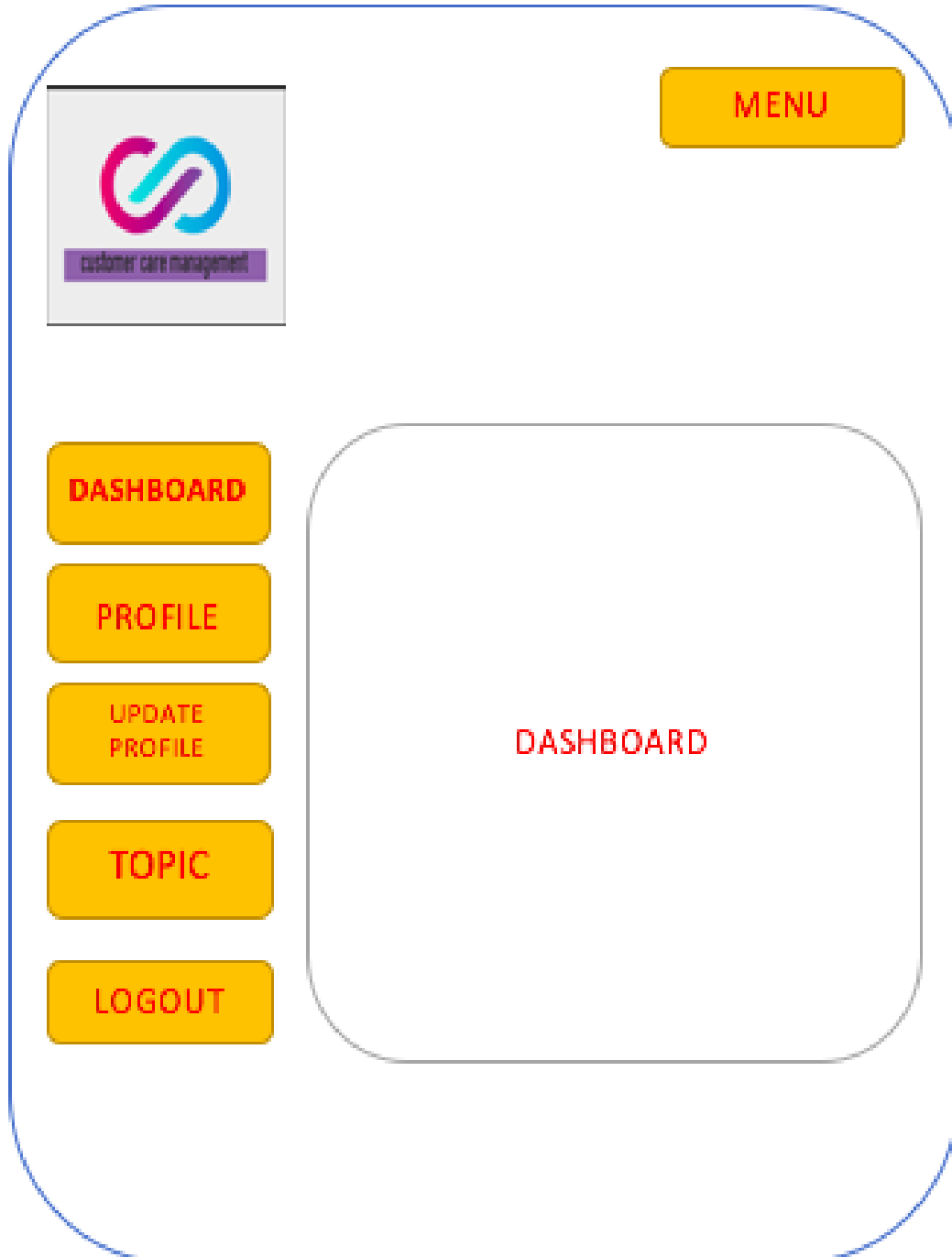


Figure 11 e-CCM Page

9.5 Customer Profile Page



The image shows a user profile form with a yellow header and five rows of labels and values. The labels are in yellow boxes, and the values are in white boxes with black borders. The values are: EDIRA, Tengku alia, alytalia@yahoo.com, Lot 561 lorong haji mat, and 013-3268931.

USER PROFILE	
USERNAME	EDIRA
NAME	Tengku alia
EMAIL	alytalia@yahoo.com
ADDRESS	Lot 561 lorong haji mat
PHONE	013-3268931

Figure 12 Customer Profile Page

9.6 Customer Update Profile

UPDATE PROFILE

USERNAME	<input type="text"/>
NAME	<input type="text"/>
EMAIL	<input type="text" value="alytalia@yahoo.com"/>
ADDRESS	<input type="text" value="Lot 561 lorong haji mat salleh"/>
PHONE	<input type="text" value="013-3268931"/>

A blue arrow points from the text "Able to Update here" to the form fields.

Figure 13 Customer Update Profile

9.7 Customer Topic Discuss

UPDATE PROFILE

TOPIC

SUBTOPIC

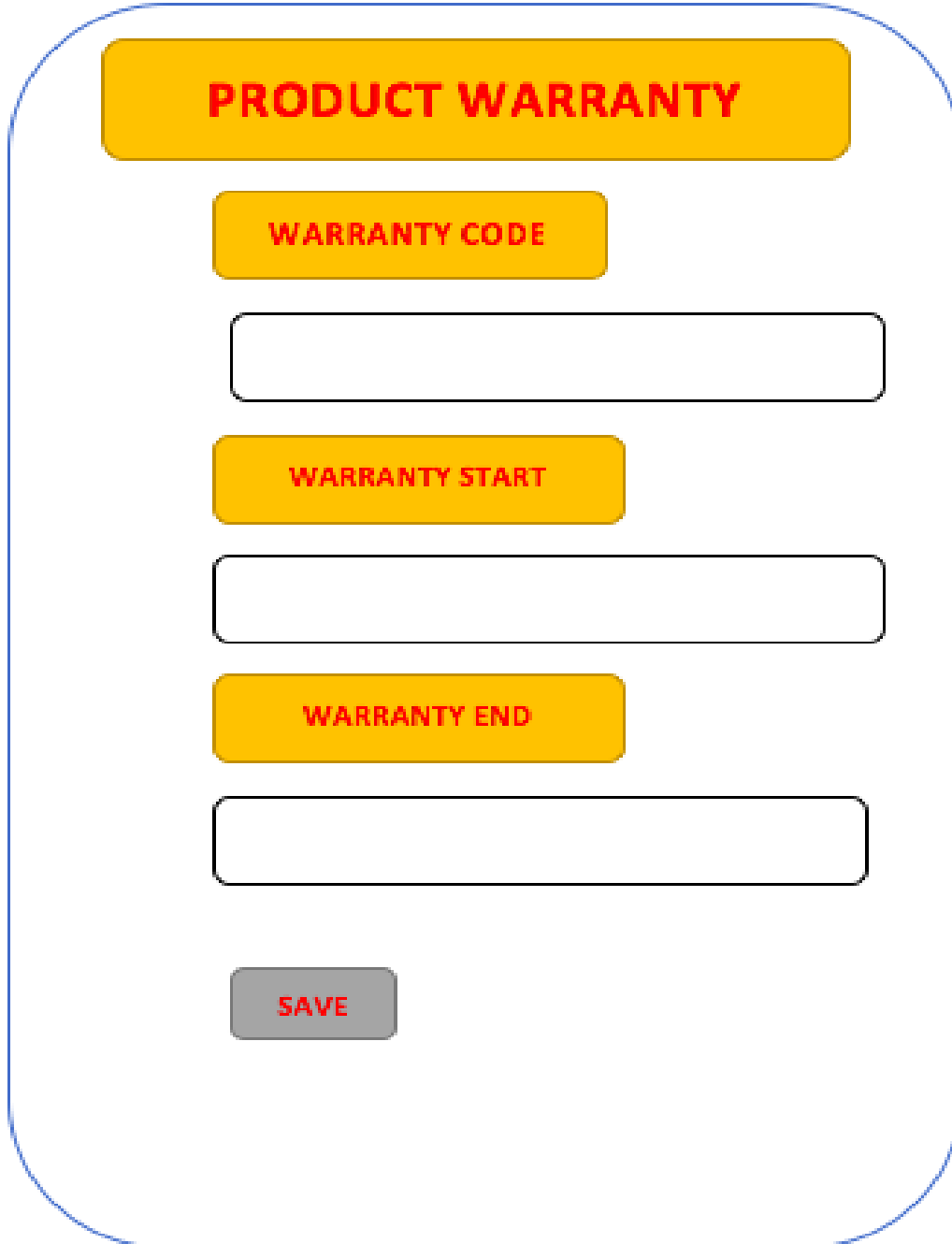
TOPIC DATE

TOPIC END

ADD

Figure 14 Customer Topic Discuss

9.8 Customer Warranty Status



The form is contained within a rounded rectangular border. It features a yellow header bar with the text "PRODUCT WARRANTY". Below this are three input fields, each preceded by a yellow label bar: "WARRANTY CODE", "WARRANTY START", and "WARRANTY END". At the bottom of the form is a grey "SAVE" button.

PRODUCT WARRANTY

WARRANTY CODE

WARRANTY START

WARRANTY END

SAVE

Figure 15 Customer Warranty Status

10.0 CUSTOMER PAGE WEB NAVIGATION AND STRUCTURE

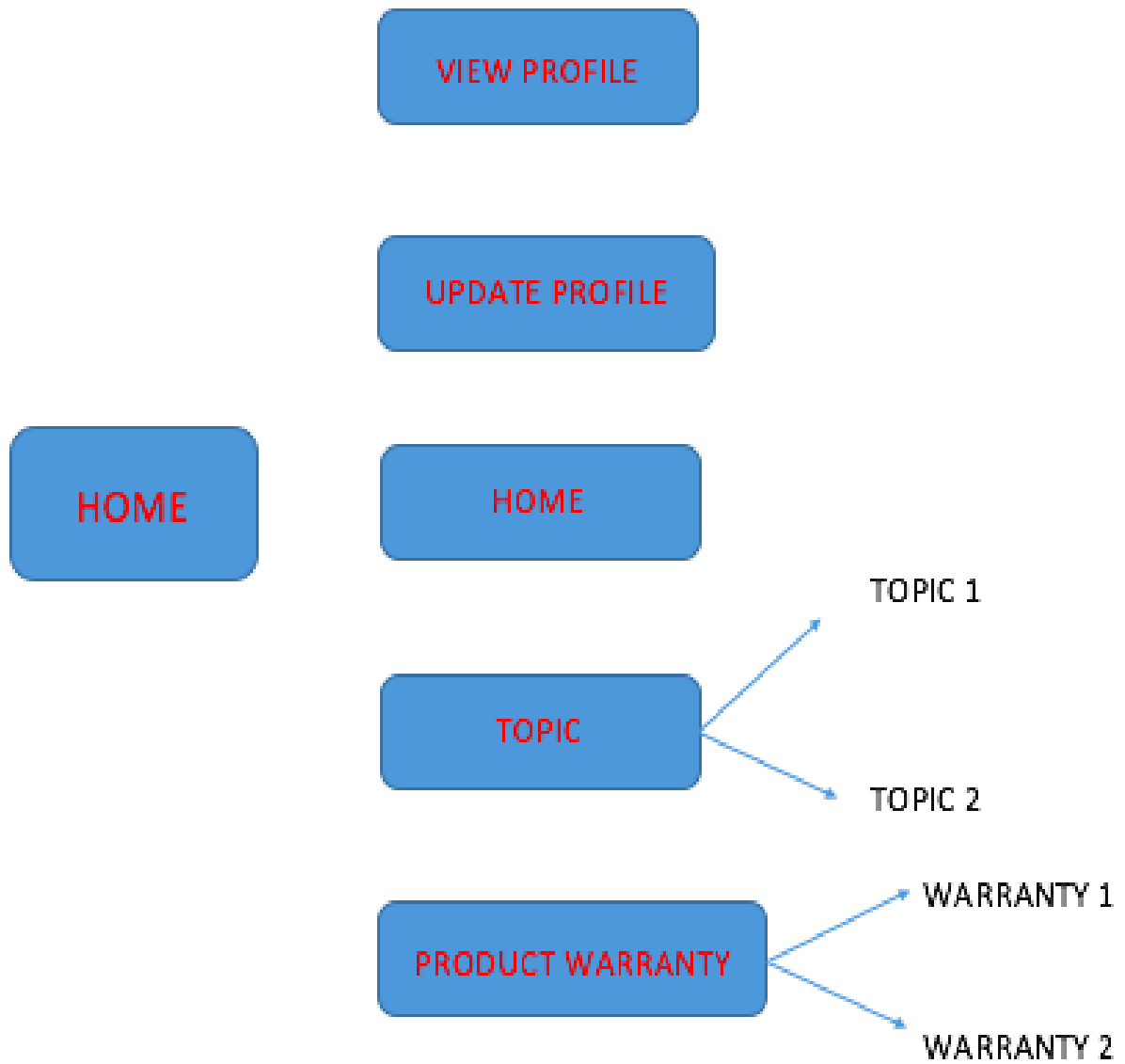


Figure 16 Customer page navigation

11.0 CONCLUSION

To conclude, e-CCM system with hope will be used by many company in Malaysia. Back to the main goal of this system is being created is to help the company in increasing their company's profits and sale. I believe that this system is developed as planned and bring so many advantages to the users whether to the company and clients. Logically, both will get the benefits from this system as the user will get the knowledge and know how to fix thing on their own with help of staff while the staff will help company increasing the profits using his or her expertise skills in that particular field. Thus, it is just not reduce time for both users but also adding up more loyal clients in future.