

Independent Study Title	Development of an Information Technology System for Customer Service of Aware Corporation Limited
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ABSTRACT

The purpose of this study is to develop an Information Technology System for Customer Service of Aware Corporation Limited

The system is developed by using PHP script language and MySQL database program. The PHP is applied to design and develop a user interface whereas the MySQL database is used as the database server.

The developed program consists of three subsystems. such as 1) sale and purchasing system (for support selling product ,service by sale and purchase officers); 2) customer service and tracking system (for technician and Customer service officers); 3) Manager report

There are two groups of users for this study. They consists of three manager, eleven technician, sale, purchasing officers.

The sets of questionnaire are prepared to collect data from the users about their levels of satisfaction in using the system. The results reveal that the system provides both ease of use and comfort to users of each group. The result of the users presents that their satisfactions are at 4.39.