

Building a website to support online customer service for telecommunications services.

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Abstract: This topic focuses on building an online website system to help customers manage and use telecommunications services more effectively. The context of the topic is determined by the necessity of information technology in improving customer experience and enhancing service quality. The research objective is to develop a user-friendly, easy-to-use website interface to provide information about telecommunications services and support customers in performing management operations such as payment, checking data usage, or viewing service usage history. The research methodology includes synthesizing knowledge from documents and experimentally deploying the website system on an advanced technical platform. The expected result is to provide a useful tool for telecommunications customers, while contributing to improving service quality and meeting the personalization needs of the market.

Keywords: online website, telecommunications service, service management, user interface, information technology