

Design and implement a Website to support customers using services of Phu Luong Telecommunications Center, Thai Nguyen

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Abstract: In the context of the strong growth of digitalization in the telecommunications industry, creating a customer support website has become extremely important. This topic focuses on designing and implementing a professional website to serve the needs of customers at the Phu Luong Telecommunications Center, Thai Nguyen. The goal is to build an online information system to optimize the transaction process between the center and its customers. The research method includes analyzing customer requirements and deploying a practical application. The expected evaluation of the results will confirm the effectiveness and convenience of the website in supporting telecommunications services, thereby contributing to improving the quality of customer service.

Keywords: Website, Telecommunications Service, Phu Luong Center, Thai Nguyen, Graduation Thesis