

Building an electronic portal for Thai Nguyen Provincial Post Office.

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Abstract: This topic addresses the necessity of building an electronic portal to enhance customer service efficiency at the Thai Nguyen Post Office. The objective is to develop a flexible and modern information management and access system that meets the diverse needs of users. Through theoretical research on information models and technologies, along with practical system development, the topic is expected to provide a suitable solution to help the Post Office improve service quality and optimize work processes.

Keywords: electronic portal, postal and telecommunications, information management, Thai Nguyen, application development