

# **Evaluation of some rapid application development platforms and application of building a telecommunications customer request management application for VNPT Tuyen Quang**

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**Abstract:** This study evaluates several rapid application development (RAD) platforms and applies the most suitable one to build a customer requirement management system for VNPT Tuyen Quang. Given the increasing complexity of telecommunications services and the need for agile responses to customer demands, traditional development approaches often prove inefficient. The research first conducts a comparative analysis of prominent RAD platforms based on criteria including development speed, scalability, integration capabilities, and cost-effectiveness. Following the evaluation, the selected platform is employed to design and implement a functional prototype tailored to the specific operational workflows of VNPT Tuyen Quang. The resulting application streamlines the process of capturing, tracking, and managing customer requests, reducing manual overhead and improving response times. The findings demonstrate that RAD platforms can significantly accelerate software delivery while maintaining adequate quality and flexibility. This work provides practical insights for telecommunications enterprises seeking to modernize their internal management systems through low-code or no-code solutions.

**Keywords:** low-code platforms, rapid application development, customer requirement management, VNPT