Development of a Sales Management and Service Development Program for Thai Nguyen Telecommunications

ICTU Student 17
Thai Nguyen University of Information and Communication Technology
Thai Nguyen University, Thai Nguyen, Vietnam

***Abstract*—This thesis focuses on the development of a sales management and service development program for Thai Nguyen Telecommunications. The author conducted a theoretical study on software development methods, Visual Basic.NET, and SQL Server 2000, and designed and implemented a comprehensive database system. The program includes various forms for managing users, products, sales, and reports. It has been successfully applied in the customer service center of Thai Nguyen Telecommunications, reducing manual labor. Future work includes developing a network-based version to support multiple concurrent users and enhancing data security. The project was completed within a limited timeframe and with limited knowledge, leading to some limitations in the implementation.**

***Index Terms*—Visual Basic.NET, SQL Server 2000, Crystal Report, InstallAware, Sales Management, Service Development**

I. Introduction

The thesis provides a theoretical foundation for software development, focusing on Visual Basic.NET and SQL Server 2000. The author also explored Crystal Report for report design and InstallAware for application packaging. The study aims to develop a sales management and service development program for Thai Nguyen Telecommunications. The program is intended to streamline the sales process and improve service development, thereby enhancing the efficiency of the customer service center. [1]

II. Methods

The author conducted a theoretical study, analyzed the current status, and designed and implemented a database system. The program was developed using Visual Basic.NET on Visual Studio 2008, with Crystal Report for report design and InstallAware for packaging. The development process involved creating various forms for managing users, products, sales, and reports. The database was built on SQL Server 2000, and the program was tested in the customer service center of Thai Nguyen Telecommunications. [1]

III. Results

The developed program has been implemented in the customer service center of Thai Nguyen Telecommunications, showing significant efficiency improvements. The program includes forms for managing users, products, sales, and reports. It has reduced the need for manual labor, particularly in the areas of product management and sales reporting. However, the project has limitations due to time constraints and limited knowledge, which affected the completeness of the implementation. [1]

Supervisor: Phạm Việt Bình, Thai Nguyen University of Information and Communication Technology.

IV. Discussion

The program has demonstrated practical benefits in sales management and service development. Future work includes developing a network-based version to support multiple concurrent users and enhancing data security. The current implementation has successfully reduced manual labor, but there is potential for further improvements. The author acknowledges the need for feedback to improve the project further. [1]

V. Conclusion

The author successfully completed the thesis, which has been applied in the customer service center of Thai Nguyen Telecommunications, reducing manual labor. The author expresses a desire for feedback to improve the project further. The limitations of the project include the time constraints and limited knowledge, which affected the completeness of the implementation. [1]

References

[1] ICTU Student 17, "Development of a Sales Management and Service Development Program for Thai Nguyen Telecommunications," undergraduate thesis (original in Vietnamese), Thai Nguyen University of Information and Communication Technology, 2009.
[2] Phân tính và thiết kế tin học hệ thống quản lý – kinh doanh – nghiệp vụ NXB Giao thông vận tải – Biên soạn : Ngô Trung Việt - Trung tâm KH Tự nhiên và công nghệ quốc gia 1995
[3] Visual Basic.Net kĩ xảo lập trình - Phương Lan - Nhà xuất bản Thống kê – 2004
[4] Kỹ thuật lập trình ứng dụng chuyên nghiệp Visual Basic.Net tập 1, tập 2 - Phạm Hữu Khánh, Phương Lan - Nhà xuất bản Lao động – Xã hội – 2002
[5] Thiết kế báo cáo với Crystal Report 9 – Nguyễn Văn Thanh – Nhà xuất bản Giáo dục – 2007
[6] Quản trị CSDL với SQL Server 2000 – Trần Lê Minh – Nhà xuất bản Thống kê - 2004
[7] MSDN – Visual Studio 2008 – Microsoft - Tài liệu tham khảo về lập trình đi cùng bộ cài đặt Visual Studio 2008