CUSTOMER SUPPORT SYSTEM

(System Implementation)

Submitted By

Amara Aslam

Supervised By

Mr. Zarrar Javaid

Department Of Computer Science

Bahria Institute Of Management And Computer Sciences Islamabad

University Of Peshawar

In the name of Almighty ALLAH,

The most Gracious,

The most Merciful.

DEDICATION

To our dear parents

ACKNOWLEDGEMENT

All praises are bound to point Almighty Allah, The Creator of this universe, who made us His supreme creature and like other fellow beings blessed us with a knowledge to accomplish this task.

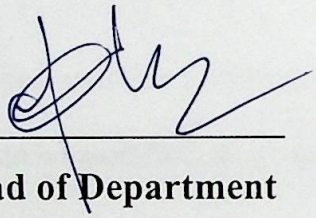
Our entire vocabulary to nominate our sensation of respect for our parents seems colourless, because without their shadow of love all our efforts could have been a whisper in the desert. Moreover, we feel a great pleasure in expressing the heartiest gratitude to all our teachers who never let us shake our confidence during the class lectures. We are sorry for not having any yardstick to justify their order of greatness without being dishonest.

The acknowledgement will remain incomplete without special thanks to our friends for their excellent cooperation and nice companionship. We are thankful to all of our class fellows for their love and good feelings for us. May Almighty Allah shower His blessings upon all of us.

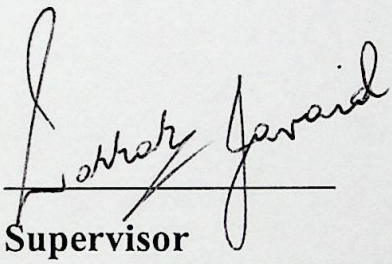
Fahad Afzal Ch. **Amara Aslam**

Certificate

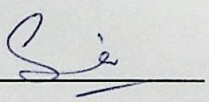
We accept the work contained in this report as a confirming to the required standard for the partial fulfilment of the degree in the program of Bachelors of Computer Sciences.



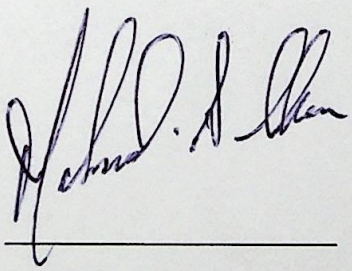
Head of Department



Supervisor



Internal Examiner



External Examiner

Abstract

The customer support system is an efficient and convenient way of storing and retrieving important data. It can be used by different companies that are dealing with various areas of the computer field. The main use of this system is to record information regarding the customers and other people that are a part of that company. Different types of records are maintained with the help of this system.

The tools used are simple and easy to use and understand. Information is not only stored but can be modified. A company keeps record of its clients and distributors. It also keeps track of the services that are provided to the customers. The range of products and items available are also stored using this system.

CONTENTS