

New it solutions research paper samples

[Business](#), [Customers](#)



After-Sales Services

Introduction

After completing a transaction with a client, some clients may not be satisfied with their looks according to their desires and expectations. Although these cases are not as many as cases where customers are completely satisfied, they are frequent and therefore the UMUC management takes the issues with the seriousness it deserves. The process of re-working to completely undo or simply repair a client's hairstyle disrupts the scheduling and timing of the services. Depending on the extent of the repair requested by the client, Myra insists on offering free after-services to her customer regardless of the time and initial cost. The transaction system will therefore be modified to accommodate and efficiently attend to complaints by unsatisfied customers.

When the customer first states their issue with the service they receive to the customer care agent at a receptionist desk by the entrance, the receptionist apologizes to the customers and inquires the specific details of the complaint and records them. The receptionist then inputs the details in the computer system which will require details such as the receipt number, the hairstyle, how long ago the customer had been served and if the customer needs a slight repair or a complete redoing of their hairstyle. On the Internet, on the other hand, the business website provides customer care services that capture the vital information necessary to fix a quick schedule to re-do the customer's hairstyle. This information is useful in helping to determine a convenient time as in the business schedule to fix the requested re-service as soon as possible.

The IT solution takes into consideration various areas of concern such as the relevance of the process, usability, maintainability, scalability, reliability, extensibility, portability, security, quality of information, business continuity plans, cloud computing, enterprise systems, communication efficiency, databases & data warehouses, business intelligence, transaction processing, decision support, executive information, business-to-supplier e-Commerce and Business-to-customer relations and e-Commerce.

Conclusion

The benefits and relevance of a solution to address the current problem which occurs on a daily basis should be embraced by UMUC Haircuts because it offers a better and more effective and customer-friendly way to handle complaints. In seeking to be competitive in the hairdressing business market (which is the business's primary goal) UMUC Haircuts will be offering a new and unique service which will enable it to retain and attract more customers. The cost of incorporating the IT solution is also low and manageable.