PRIORITY OF COMPLAINT MANAGEMENT AND DETERMINATION OF TECHNICIAN USING CUSTOMER RELATIONSHIP MANAGEMENT (CRM) APPROACH IN PT POS PROPERTI INDONESIA

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ABSTRACT

PT Pos Properti Indonesia is company operated in the property sector, one of its programs is designed to manage the Graha Pos Indonesia. Services offered in the Graha Pos Indonesia are renting out of rooms, offices, and commercial spaces. The PT has a customer, the Tenant that means lessee or customer.

Currently, the management of complaint encounters some problems, particularly incompatibility between the priority of complaint management and the determination of technician. Complaint is managed based on just order of complaints received without notice which priorities of complaints must first be addressed. The management of complaint by Technician has problems as well. Tenant thinks technicians who manage complaints have unsuitable expertise, because the determination of technician is randomized, making the quick management of complaints delayed. The problems are resulting in difficulties for Technical Managers in determining the priority of complaint management and the determination of technician. The determination of the priority of complaint management and of technician is supported by Customer Relationship Management approach and Weighted Product method.

Based on the results of functional test, UAT (User Acceptance Test) and of final application test in the company, it can be concluded that this system support Technical Manager in determining the priority of complaint management and technician.

Keywords: Priority of Complaint Management, Customer Relationship Management, Weighted Product Method.

1. INTRODUCTION

PT Pos Indonesia Property is company operated in the property sector, one of its programs is designed to manage Graha Post Indonesia (GPI) having an address at Jalan Banda No.30 Bandung. Services offered in the Graha Pos Indonesia (GPI) include the renting out of rooms, offices and, commercial spaces. Tenant or customer in the GPI is, in general, referred to as Tenant. The Graha Pos Indonesia (GPI) has 8 floors occupied by 30 Tenants and the location of PT Pos Properti Indonesia is on the 5th floor. Given 8 floors and the number of Tenants in the GPI, some of them had filed their complaints. The complaint submission system in the Graha Pos Indonesia (GPI) in the facility application service is operating by telephone or direct notification to the technical section. Complaints are made by regular customers of the company. Complaints that have been made by tenants will be recorded by Technician Overseer. The Overseer will deliver the complaints to technician on duty at the moment that to manage the complaints. He will report the complaints to Manager, thereby making Manager capable to know what are complaints made, frequently, by tenants and what management must be performed.

The results of interviews with Head of Operation Division suggested that the complaint management have some drawbacks. Furthermore, interviews with Adi Widhatama served as Engineering Manager stated that the complaint management under the present condition encounters some problems, particularly incompatibility between the priority of complaint management and the determination of technician. In the complaint management, Tenants deliver their complaints to the complaint division because of the complaints that should be solved in speedy manners are, evidently, not yet managed; while complaints made by other tenants, but not significant, were solved at the very first time. This is because complaints to be completed are based on just the order of complaints accepted in disregard of the priority of which complaints must be managed, thereby making insignificant complaints are managed earlier; while more significant complaints are not put in immediately treatment. This is problem for tenants as their complaints are not taken in immediately hand shall make costumers leave the company. When complaints in significant category that should be treated at very first time are placed in lower order, the treatment of complaints will be the longer.

Likewise, complaints managed by Technician are not apart from problems. Customers think Technician has not reasonable expertise to manage their complaints. This is bringing on tenant's complaint having been treated must be presented again due to earlier complaints have damages, making tenant disappointed with the management. Unsuitable treatment of complaints is attributable to random determination of technician, leading to the postponement of fast complaints management. The problems result in Engineering Manager has difficulty to establish the priority of complaint management and the determination of technician.

This is making the company worry about any factor affecting customers to leave, while PT Pos Properti Indonesia has not any method of maintaining the customers. Solution to problems facing PT Pos Properti Indonesia is the company is required to develop a "Priority of Complaint Management and Determination of Technician by using Customer Relationship Management (CRM) Approach" system.

The purposes of this study are:

1. To support the Technical Manager in establishing the priority of complaints based on the specific criteria in order to retain customers.
2. To support the Technical Manager in establishing the determination of technician based on expertise and the scheduling of complaint management in order to retain customers.

2. CONTENTS OF RESEARCH

2.1 Research Methodology

Method used in this study is descriptive research, i.e., develop systematic, factual, accurate picture of facts and characteristics in an object of certain research. Method used in the collection of data and the development of application is shown in Figure 2.1.

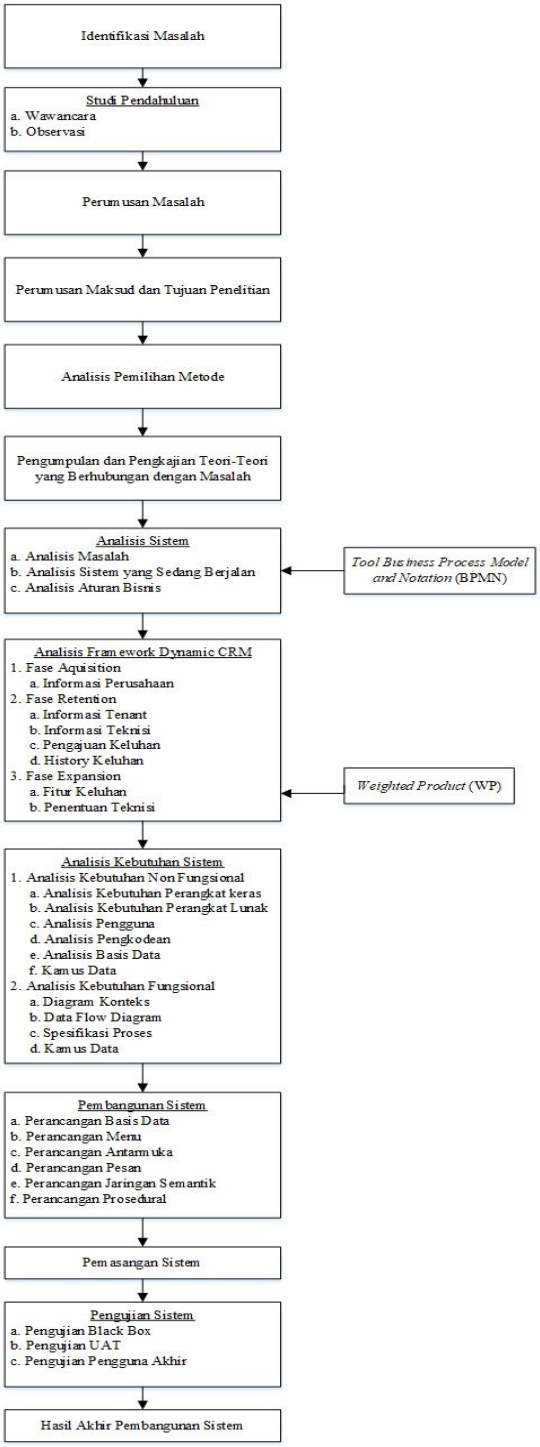


Figure 2. 1. Research Method

2.2 Base of Theory

The base of theory discusses theories related to systems to be developed.

2.2.1 Definition of Information System

In fact, what is meant by information system does not have to involve computer. Information systems using common computers are called Computer-Based Information Systems or CBIS.

Information systems have diverse definitions as listed in Table 2.1. From the diverse definitions, it can

be concluded that an information system includes a number of components (human, computer, information technology, and procedures), there is something to be processed (data into information), and intended to achieve a goal or purpose. [1]

Table 2.1 Definition of Information System

Source	Definition
Alter (1992)	Information system is a combination of procedures, information, people, and information technology organized to achieve goals in an organization.
Bodnar and Hopwood (1993)	An information system is a collection of hardware and software designed to transform data into useful information.
Gelinas, Oram, and Wiggins (1990)	Information system is a man-made system comprising, generally, a set of computer-based and manual components that are created to collect, store and manage data and provide information for users.
Hall (2001)	Information system is a set of formal procedures in which data are grouped, processed into information, and distributed to users.
Turban, McLean, and Wetherbe (1999)	An information system collects, processes, stores, analyzes, and disseminates information for specific purposes.
Wilkinson (1992)	Information system is a framework that coordinates resources (human, computer) to change input into output (information) in order to achieve company goals.

2.2.2 Customer Relationship Management

Customer Relationship Management is a core business strategy that combines internal processes and functions, external networks to create and deliver value to customers for profit. Customer Relationship Management is based on quality customer data and possibilities with information technology. [2]

The purposes of the CRM framework are [3]:

1. To use the existing relationships between companies and customers in order to increase company profit. This is meaning a wider viewpoint to customers in maximizing customer relationships with companies to make up-selling and cross-selling, while simultaneously enhancing company profit through identification, withdrawal, and maintenance of the best customers.
2. To use integrated information in order to create a satisfactory service. Using better customer information to meet customer needs can save customers time and reduce frustration.
3. To display consistencies, procedures, and processes of response channel. By improving the channel of customer relationship, many workers may be involved in transactions. Without size or complexity, the company have to improve procedural processes and consistencies in the accounting and sales management.

2.2.3 Type of CRM

Types of Customer Relationship Management (CRM) are Operational CRM, Analytic CRM, and Collaborative CRM [4].

1. Operational CRM

Operational CRM is known as front office of a company. The CRM application plays a role in interaction with customers. Operational CRM includes an integrated automation process of the entire business process, such as automation of marketing, sale, and service. One of CRM applications included in the category of operational CRM is web application. Through web, a company can provide services for customers.

2. Analytical CRM

Analytic CRM is known as back office of a company. The CRM application plays a role in understanding customer needs. Analytical CRM plays a role in conducting customer and market analyses, such as market trend analysis and customer behavior analysis. The data used by Analytic CRM is data derived from Operational CRM.

3. Collaborative CRM

Collaborative application that includes e-mail, personalizedpublishing, e-communities, and the like designed for interaction between customer and organization. The ultimate goal is to encourage and spread customer loyalty to other customers who are not yet at the level of customer loyalty. Collaborative CRM also includes an understanding or awareness that a loyal customer can be a magnet for other customers.

2.2.4 Dynamic CRM

Dynamic CRM developed by Chung-Hoon Park and Young-Gul Kim describe the framework of CRM according to an external perspective or customer perspective. The framework represents phase and maturity of organizational and customer relationships. [5]

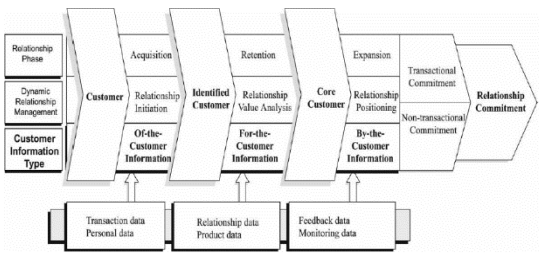


Figure 2.2. Framework of Dynamic CRM

Broadly speaking, Dynamic-CRM actually describes a series of phases that must be performed by organizations in achieving customer management in conformity to the core business of a company. The framework can be considered a pattern or reference model of an organization in improving the maturity of their customer management. There are several phases in the framework [6]:

1. *Relationship Phase*

This phase consists of several phases in determining features to develop a system; this phase consists of three: Acquisition, Retention, and Expansion.

a. *Acquisition*

This phase is a business strategy by delivering a good impression to prospective customers to make them interested in transactions.

b. *Retention*

This phase is a process where the company tries to perform its strategy in maintaining customers.

c. *Expansion*

Services are designed to make better relationships with the existing customers by listening to customer wishes and serving customers well in order to create loyal customers to the organization.

2. *Dynamic Relationship Management*

This phase describes what things are done to meet features to be built, usually calculations or steps taken to support the construction of systems to be built. There are three phases - relationship initiation, relationship value analysis, and relationship positioning – in this phase.

a. *Relationship Initiation*

At the phase of initiation, the organization collects data about customers, usually by membership registration. After the data about customers have been collected, the organization can summarize information on what is the appropriate offer for the customer. After a certain period and customers are satisfied with the organization's offers, the customer relationship can increase to core customers.

b. *Relationship Value Analysis*

This section is the process of analyzing customer relations from both viewpoints of customer and organization. There is a psychological relationship between customer and organization in this phase. This relationship is, usually, developed by give customers with discounts when they making large purchases, increasing indirectly customer loyalty. Customer value is a collection of relationship benefits both economically and psychologically.

c. *Relationship Positioning*

Building mutually beneficial relationship is vital to maintain long-term relationship between customer and organization. By applying a strategy of building a mutually beneficial relationship, the organization maximizes customer rights and, automatically, increase customer value. In addition to being fair, the organization must also evaluate the relationship with the customer from the viewpoint of the benefits. If such a relationship is persistently taking place, the relationship between customer and organization will form a strong commitment, both transactional and non-transactional, and the relationship develops into the phase of relationship commitment.

3. *Customer Information Type*

This phase describes what information is required to develop this system and information that will be obtained either for company or customer. There are three types of information in this framework: Of-the-customer information, For-the-customer information, and By-the-customer information..

a. *Of - the - Customer Information* (information on customer) Information on personal data and customer transactional data. Information in this category is known as marketing database and target marketing.

b. *For - the - Customer Information* **(**information for customer) Information on products, services, and company deemed important by the customer. This information can be channeled by various communication media in direct mail, auto response system, and internet sites.

c. *By - the - Customer Information* (information by customer) Information on non-transactional feedback from customers that includes complaints, suggestions, claims, customer needs etc. This information is usually manifested in the form of extensive customer data because this information is helpful in customer interaction. In addition, as it contains complaints, needs, and suggestions, this type of information can be applied to develop products.

2.2.5 Weighted Product (WP) Method

The Weighted Product method is a finite set of decision alternatives that are described in terms of decision criteria. The Weighted Product method uses multiplication to associate attribute ratings, whereby each attribute must first be raised with the corresponding attribute weights (Yoon, 1989). This process is similar to the normalization process. Preferences for alternative A_i are given as follows [7]:

$$S_i = \prod_{j=1}^{n} Xij^{Wj} \qquad \text{dengan i = 1,2,...,m}$$

where $\Sigma wj = 1$. w_j is a positive rank for profit attribute, and is negative for cost attribute.

The relative preferences of each alternative are given as:

$$V_i = \frac{\prod_{j=1}^{n} Xij^{Wj}}{\prod_{j=1}^{n} (Xij)^{Wj}} \text{ ; dengan i=1,2,...,m.}$$

2.3 Framework Dynamic CRM Analysis

CRM application requires a Framework as reference to build quick, precise CRM features. The framework of CRM fit system to be built in PT Pos Property Indonesia at Graha Pos Indonesia (GPI)

is FrameworkofDynamic CRM. Here are phases in develop CRM as shown in Figure 2.3.

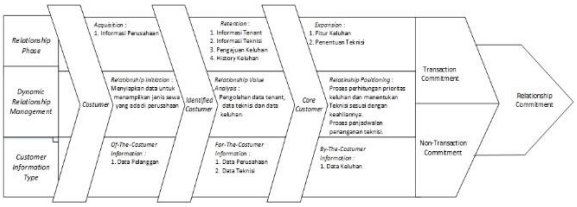


Figure 2.3. Framework Dynamic CRM of PT Pos Properti Indonesia

1. Phase of Acquisition

Phase of Acquisition is a phase made to attract new customers or at phase of CRM development is called Acquire. This phase describes information on PT Pos Property Indonesia to attract prospective customer interest in services offered by the company. The following features will be built in the phase of acquisition:

a. Company information

In this feature, the company information has a function to give tenants with notice on the company profile. Such information includes information on the submission of complaints which contains everything that can be complained by tenants about the company's facilities and the management of information by technicians.

2. Phase of Retention

Phase of Retention is phase made by the company to improve the relationship between customer and company or at the phase of CRM development is called Retain. Here are features that will be built in the phase of retention:

a. Information on customer or tenant

Information on customer or tenant is a feature used to know tenant in the company.

b. Information on technician

Information on technician is a feature used for tenants to know their expertise in managing complaints.

c. Submission of complaint

Customers or tenants may submit their complaints in the system to facilitate tenants arrive in the technical section in efforts to set forward their complaints, just by accessing the system.

d. History of complaint

The history of complaint has a function for tenants to know the schedule of complaint management as settled by the company.

3. Phase of Expansion

Phase of Expansion is phase made by the company to retain customers and to develop the company or at the phase of CRM development is called Exchange. This phase describes how complaints are managed based on priorities and the determination of technician that can help to determine strategy in the complaint management service. Here is a feature that will be built in the phase of expansion:

a. Complaint

In this feature, every tenant can submit complaints online. The purpose of this feature is to transform the data on complaints into information that can assist Technical *Manager* in determining strategies to improve the quality of complaint management service. The decision making in this case is using Weighted Product (WP) method which has output in the form of the priority of complaint based on the criteria of complaints.

1. Criteria of Assessment

Criteria used in this study are 3: type of complaint, period of contract, and number of transactions.

2. Level of Importance in Criteria

The determination of importance in the criteria is designed to find out which criteria values have the highest priority scale at specified range. Here is the importance of criteria as shown in Table 2.2.

Table 2.2. Significance of Criteria

Level	Range
Very important	80 - 100
Important	59 - 79
Less important	38 - 58
Not important	17 - 37

Table 2.3. Description of Importance in Criteria

Level	Type of Complaint
Very important	Complaints relating to the electrical current
Important	Complaints relating to the channel
Less important	Complaints relating to lights, doors, rooms, and plafond.
Not important	Minor complaints in repairs

3. Alternative Weighting On Each Criterion

The alternative weighting on each criterion is done based on its importance. This weighting may vary according to company requirements. The following alternative weighting on each criterion can be seen in Table 2.4, Table 2.5, and Table 2.6.

Table 2.4. Criteria Values of Complaints

Type of Complaint	Weight
Electricity	90
Lift	85
Closet	75
Pipe / water Faucet	70
Phone Line	73
W.C	79
AC	60
Lamp	58

Type of Complaint	Weight
Furniture	37
Room	38
Door	38
Plafond	45

Table 2.5. Criteria Value of Contract Period

Period of Contract	Weight
5 years	80
4 years	80
3 years	59
2 years	59
1 year	38

Table 2.6. Criteria Value of Total Transaction

Number of Transactions	Weight
Class 1	85
Class 2	70
Class 3	40

4. Assumption of Complaint

In this research we use six samples of complaint data, one of six complaints are coming from PT Pos Properti Indonesia where the complaint will be prioritized first. Here is a sample of complaint data on Table 2.7.

Table 2.7. Complaint Data of 2016

No	Waktu	Tanggal	Nama Tenant	Lantai	Jenis Keluhan	Masa Kontrak	Jumlah Transaksi	Deskripsi Keluhan	Alternatif
1	15.10	31/05/2016	PT Internasional Multi Sertifikasi	Lantai 6 blok A	Lampu	2 Tahun	Kelas 2	1 lampu tidak menyala di koridor toilet	Alternatif 1
2	08.12	01/06/2016	PT Asuransi Jiwa Tugu Mandiri	Lantai 5 blok C	Closet	4 Tahun	Kelas 2	1 closet di tempat pria mampet	Alternatif 2
3	09.00	01/06/2016	PT Sharing Vision Indonesia	Lantai 6 blok B	Line Telepon	3 Tahun	Kelas 2	Line 4210163 tidak berfungsi	Alternatif 3
4	09.05	01/06/2016	PT Pos Properti Indonesia	Lantai 5 blok A	Closet	-	-	Closet di tempat wanita mampet	Alternatif 4
5	09.20	01/06/2016	Phila Corner	Lantai 1 blok A	AC	1 Tahun	Kelas 3	AC kurang dingin	Alternatif 5
6	09.45	01/06/2016	Starbucks	Lantai 1 blok A	Listrik	4 Tahun	Kelas 1	Stop Kontak di ruang pak agung rusak	Alternatif 6

5. Weight of Alternative Criteria

The weight of each alternative criterion based on the complaint data in Table 2.7 can be seen in Table 2.8.

Table 2.8. Weight of Each Alternative Criterion

Alternatif n	Nama Tenant	Kriteria		
		Jenis Keluhan	Masa Kontrak	Jumlah Transaksi
Alternatif 1	PT Internasional Multi Sertifikasi	58	59	70
Alternatif 2	PT Asuransi Jiwa Tugu Mandiri	75	80	70
Alternatif 3	PT Sharing Vision Indonesia	73	59	70
Alternatif 4	PT Pos Properti Indonesia	75	-	-
Alternatif 5	Phila Corner	60	38	40
Alternatif 6	Starbucks	90	80	85

6. Determination of Initial Weight

In this step, the initial weight of each criterion is determined. This initial weight may vary according to the company's requirements to determine the priority of complaint management. The initial weight is established by Technical Manager as shown in Table 2.9.

Table 2.9. Determination of Initial Weight

No	Criteria	Initial Weight	Conversion of Initial Weight (W)
1	Type of Complaint	Very important	4
2	Period of Contract	Important	3
3	Number of Transactions	Important	3
$\sum W$			**10**

7. Repair of weight

In this step, the weight is repaired first. The initial weight $W = (4,3,3)$ will be fixed, so that the total weight is $\Sigma Wj = 1$, where W is weight of each criterion. The improvement of criteria is calculated by using formula as follows:

$$W_j = \frac{Wj}{\Sigma Wj}$$

$$W_1 = \frac{4}{4+3+3} = \frac{4}{10} = 0.4$$

$$W_2 = \frac{3}{4+3+3} = \frac{3}{10} = 0.3$$

$$W_3 = \frac{3}{4+3+3} = \frac{3}{10} = 0.3$$

8. Calculating Vector S

This calculation is made by multiplying all attributes (criteria) for an alternative with W (weight) as positive rank for profit attribute and negative rank for cost attribute. Here is a calculation to find the value of vector S by using formula as follows:

$$s_i = \prod_{j=1}^{n} X_{ij}^{\ w_j}$$

Simply put:

$$Si = K1^{W1} \times K2^{W2} \times K3^{W3}$$

$S_1 = (58^{0,4})\ (59^{0,3})\ (70^{-0,3})$
$= 5,0742 \times 3,3983 \times 0,2796 = 4,8213$
$S_2 = (75^{0,4})\ (80^{0,3})\ (70^{-0,3})$
$= 5,6237 \times 3,7233 \times 0,2796 = 5,8545$
$S_3 = (73^{0,4})\ (59^{0,3})\ (70^{-0,3})$
$= 5,5633 \times 3,3983 \times 0,2796 = 5,2861$
$S_5 = (60^{0,4})\ (38^{0,3})\ (40^{-0,3})$
$= 5,1435 \times 2,9781 \times 0,3307 = 5,0656$
$S_6 = (90^{0,4})\ (80^{0,3})\ (85^{-0,3})$
$= 6,0492 \times 3,7233 \times 0,2637 = 5,9393$

The total value of vector S
STotal = 4,8213 + 5,8545+ 5,2861+ 5,0656 + 5,9393 = 26,9668

9. Calculating Vector V

Once the total value of vector S is found out, the value of vector V is sought to determine the alternative ranking of complaints to be managed by dividing V for each alternative with the total value of all alternative values (vector S). Here is the calculation of ranking by using formula as follows:

$$V_i = \frac{\prod_{j=1}^{n} Xij^{Wj}}{\prod_{j=1}(Xij)^{Wj}}$$

Simply put:

$$Vi = \frac{Si}{S1 + S2 + \cdots Sn}$$

$$V1 = \frac{4{,}8213}{4{,}8213 + 5{,}8545 + 5{,}2861 + 5{,}0656 + 5{,}9393} = \frac{4{,}8213}{26{,}9668} = 0{,}1788$$

$$V2 = \frac{5{,}8545}{4{,}8213 + 5{,}8545 + 5{,}2861 + 5{,}0656 + 5{,}9393} = \frac{5{,}8545}{26{,}9668} = 0{,}2171$$

$$V3 = \frac{5{,}2861}{4{,}8213 + 5{,}8545 + 5{,}2861 + 5{,}0656 + 5{,}9393} = \frac{5{,}2861}{26{,}9668} = 0{,}1960$$

$$V5 = \frac{5{,}0656}{4{,}8213 + 5{,}8545 + 5{,}2861 + 5{,}0656 + 5{,}9393} = \frac{5{,}0656}{26{,}9668} = 0{,}1878$$

$$V6 = \frac{5{,}9393}{4{,}8213 + 5{,}8545 + 5{,}2861 + 5{,}0656 + 5{,}9393} = \frac{5{,}9393}{26{,}9668} = 0{,}2202$$

10. Alternative Ranking

The last step is to rank the data that has been calculated based on the value of vector V from the largest value to the smallest value. Here are the results of alternative ranking as shown in Table 2.10.

Table 2.10. Rankings of Alternative Complaints

Alternatif	Nama Tenant	Jenis Keluhan	Masa Kontrak	Jumlah Transaksi	Vektor S	Vektor V	Rangking
A_4	PT Pos Properti Indonesia	75	-	-	-	-	I
A_6	Starbucks	90	80	85	5,9393	0,2202	II
A_2	PT Asuransi Jiwa Tugu Mandiri	75	80	70	5,8545	0,2171	III
A_3	PT Sharing Vision Indonesia	73	59	70	5,2861	0,1960	IV
A_5	Phila Corner	60	38	40	5,0656	0,1878	V
A_1	PT Internasional Multi Sertifikasi	58	59	70	4,8213	0,1788	VI

b. Determination of Technician

Determination of technician is management to be made by technicians to manage complaints from tenants that have been assumed earlier in accordance with the expertise of each technician, the schedule of complaint management can be seen in Table 2.11.

Table 2..11. Schedule of Complaint Management

Jadwal Penanganan Keluhan Pada 01 Juni 2016 (10.00 – 16.00)						
No	Keluhan	Tenant	Tanggal Masuk	Waktu Masuk	Deskripsi Keluhan	Ditangani Oleh
1	Closet	PT Pos Properti Indonesia	01 Juni 2016	09.05	Closet di tempat wanita mampet	Ridwan Y
2	Listrik	Starbucks	01 Juni 2016	09.45	Stop Kontak di ruang properti rusak	Mulyana
3	Closet	PT Asuransi Jiwa Tugu Mandiri	01 Juni 2016	08.12	1 closet di tempat pria mampet	Agus Puwanto
4	Line Telepon	PT Sharing Vision Indonesia	01 Juni 2016	09.00	Line 4210163 tidak berfungsi	Lili Asep
5	AC	Phila Corner	01 Juni 2016	09.20	AC kurang dingin	Irvan Haerul
6	Lampu	PT Internasional Multi Sertifikasi	31 Mei 2016	15.10	1 lampu tidak menyala di koridor toilet	Ana Sudrajat

2.4 Database Analysis

To develop a CRM system, the database design is necessary. The modeling to be used in the design of database is using Entity Relational Diagram (ERD). The modeling of Database may be seen in Figure 2.4.

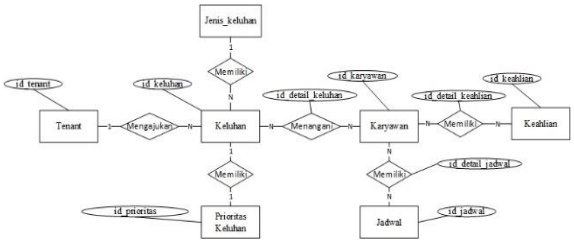


Figure 2.4. ERD Diagram

2.5 Context Diagram

Context diagram is the highest level diagram of the DFD that describes the relationship in the system with its users. Diagram context of this system may be seen in Figure 2.5.

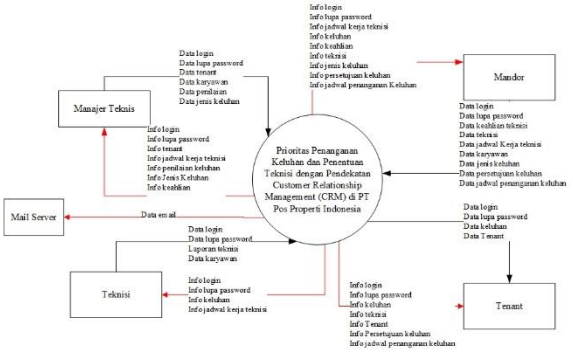


Figure 2.5. Context Diagram

2.6 Relation of Tables

Relationship scheme is a picture of the interconnected data between several data and its restrictions. Table relation can be seen in Figure 2.6.

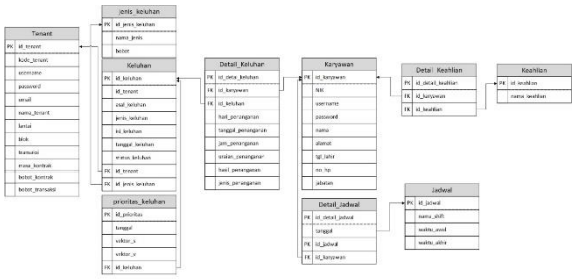


Figure 2.6 Table Relationships

2.7 Conclusion of Blackbox Test

Based on the results of functional testing has been done on the CRM information system in PT Pos Property Indonesia, it can be concluded that the functional system has been able to generate system requirements in accordance with the expected.

2.8 Conclusion of User Acceptance Test

Based on the results of user acceptance test that has been done on the CRM information system in PT Pos Property Indonesia, it can be concluded that the system can be continued to the end user acceptance testing phase.

2.9 Conclusion of End User Reception Test

1. This CRM information system has been able to assist the Technical *Manager* in the priority process of handling complaints and determining technicians.
2. The look and use of language in this CRM information system is good enough.

3. CLOSING

3.1 Conclusion

Based on the results of testing and discussion that has been made it can be drawn conclusion that CRM information system can assist technical *managers* in determining the priority handling customer complaints and determine the determination of technicians based on expertise in retaining customers.

3.2 Suggestions

Suggestions that can be given to the development of systems that have been made for further system development can be explained as follows:

1. The process of making scheduling is expected to be made even better.
2. This CRM system can be developed again with the addition of checking goods in the warehouse for complaint handling.

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