

1. Relationship managers(RMs) need to create a holiday package within the registration system to perform holiday package sales.
2. Call Management Centre(CMC) needs to provide multiple Interactive Voice Response options that help to provide faster circulation rate of customer services
3. Customer needs to provide their information to Relationship managers(RMs) to get promotions or information about packages effectively.
4. Call Management Centre(CMC) needs to make the database to provide better customer matching services for better inbound and outbound calling.
5. Relationship managers(RMs) need to set up a RM profiles with existing profiler tool. This tool also creates RM profiles dependent on the age, sex, culture, language proficiency, experience and product knowledge.
6. The system operations need to provide improved services such as match customers with RMs based on performance and product knowledge.
7. Call Management Centre(CMC) has to provide more hotlines to reduce customer's waiting time and minimizes inbound call by reducing per-call handling time.
8. The system needs to give the score 1-10 to each customer to help catch customers who highly want to buy products or services.
9. Relationship Managers(RMs) have to set up an automatic system for outbound calls. Moreover, this system has to make a customer target list and dials number automatically.
10. Call Management Centre(CMC) needs to provide e-mail or text message service to send documents to customers.
11. Call Management Centre(CMC) needs to extend opening and closing hours for customers who want to call early or late.
12. Call Management Centre(CMC) has to provide payment systems such as pay with the credit card or debit card and provide the receipt for the customer after a package is purchased.

13. Call Management Centre(CMC) and Relationship managers(RMs) must provide encryption for customer information and keep their database secure.