<u>Network user experience system</u>

According to a study conducted by students in the university of Eswatini, about 80% of Eswatini network users in different locations in the country were interviewed about the services provided by some Swazi network providers .They voiced out different opinions about the services ,which included; the timeframe of data bundles, low bandwidth and poor mobile network coverage. This project aims at comparing customer experiences versus customer services which will help improve the quality of the services provided by the organization.

The poor service provision is as a result of the service provider lacking knowledge about the customer experience, thus this study will help the organisation get feedback from its customers concerning service satisfaction. A positive customer service experience results in a better brand reputability, stronger brand loyalty and more competitive advantage.

To solve the problem, we will develop a software that will interact with the customers, it will allow the customers to raise their concerns and this information will help the organization to have a more competitive advantage.