Advance Web Development

Proyect

Problem Definition

The telecommunications industry is currently experiencing rapid growth, which demands innovative solutions to enhance interactions between mobile operators and their customers. However, many operators still rely on outdated or poorly designed digital platforms that limit user experience and complicate access to essential services such as balance inquiries, plan management, customer support, and new service subscriptions. This situation not only reduces customer satisfaction but also negatively impacts the operator's operational efficiency and competitiveness in the market.

Therefore, there is a need to develop a modern and user-friendly website that allows customers to quickly and securely access the information and services provided by the mobile operator. This platform must be optimized to deliver an excellent user experience, including key functionalities such as balance inquiries, plan administration, billing, and real-time support. Additionally, it must feature a scalable and secure infrastructure to handle the increasing demand of users and data volume managed by the operator.

This project aims to address these needs by designing and developing a customized web solution that not only improves internal processes but also enhances customer engagement and loyalty with the mobile operator.