

INSTITUTE OF COMPUTER STUDIES

Student Name

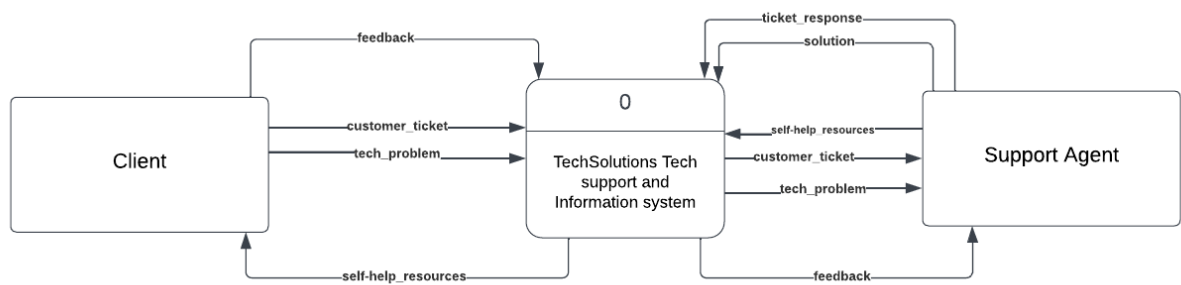
: Jomar R. Asis

Year Level & Section

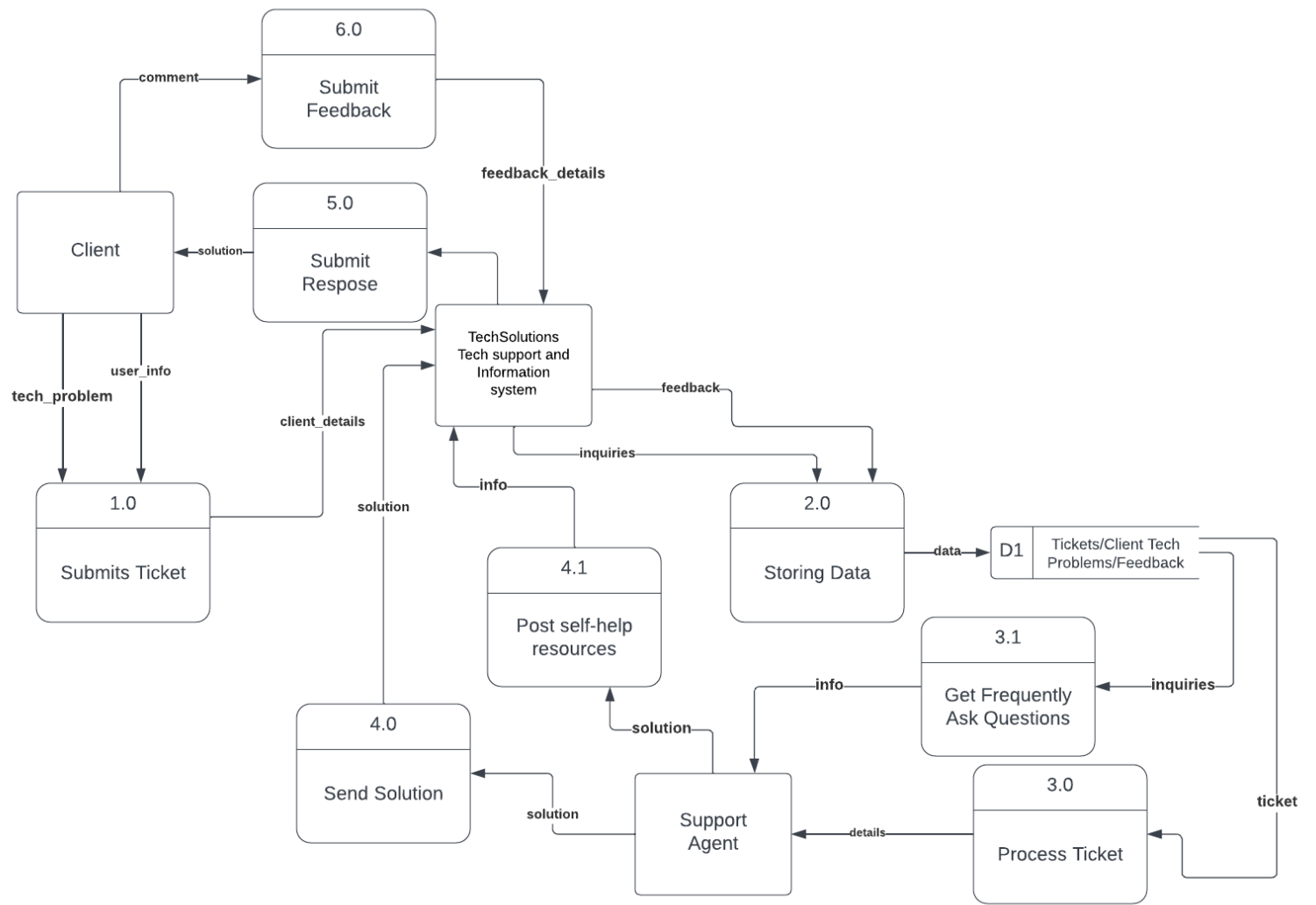
: BSIT-3B

Challenge 3: Feedback and Quality Assurance The company struggles with collecting and analyzing customer feedback to improve support quality. There is a lack of a systematic feedback collection process and quality assurance measures to ensure consistent and high-quality support.

Data Flow Diagram

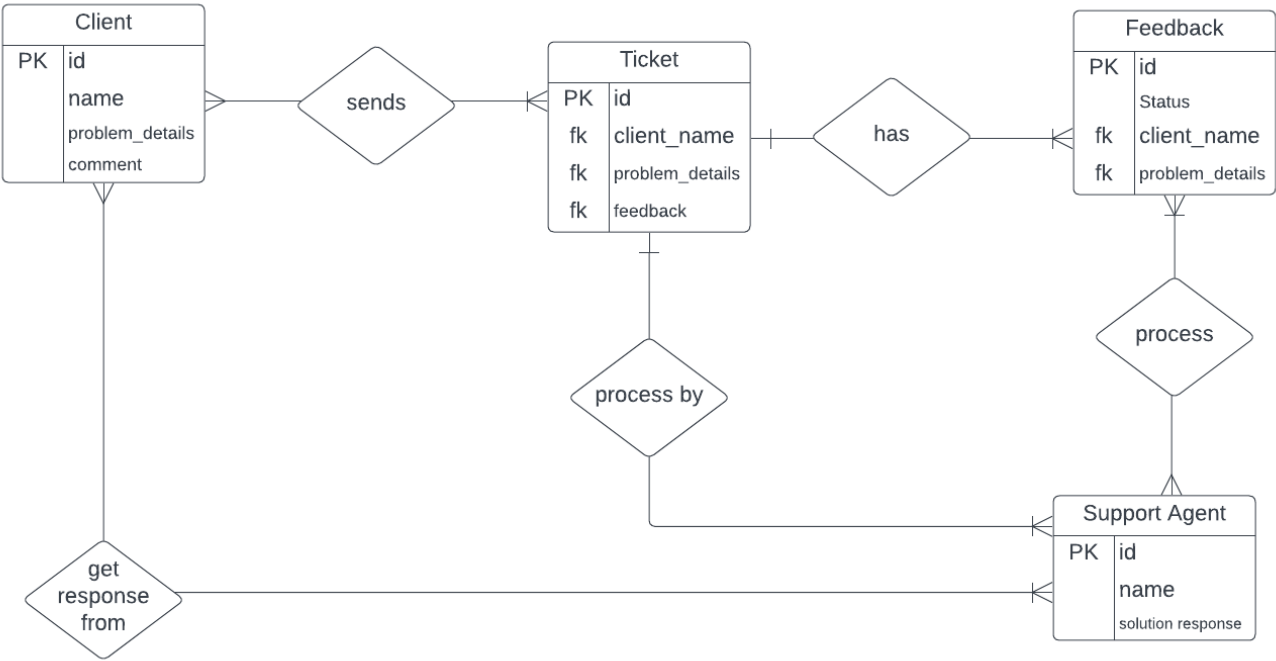


Lvl. 0 DFD

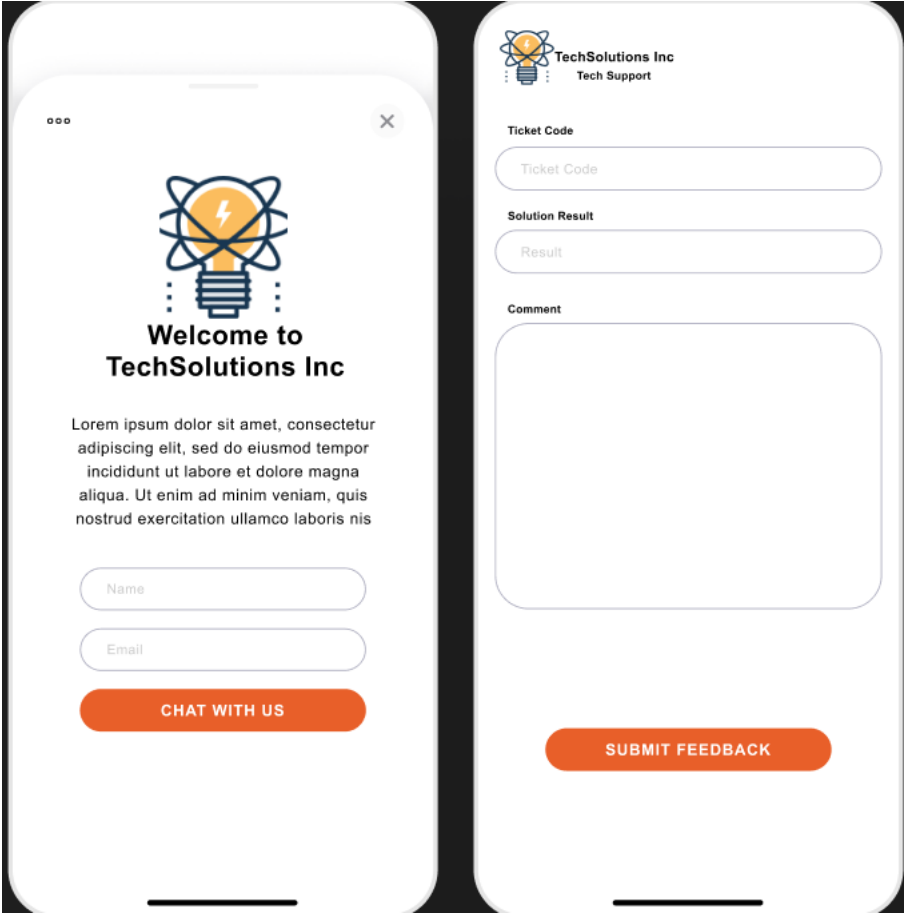


Lvl. 1 DFD

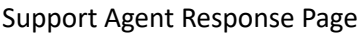
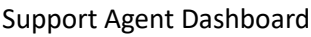
Entity Relationship Diagram



User Interface



Client Feedback Creation and Submission





Client View Of Support Agent Response

By implementing this Feedback Improvement System, TechSolutions Inc. can significantly enhance the quality of customer support by systematically collecting, analyzing, and acting upon customer feedback, ultimately leading to higher customer satisfaction and retention. Additionally, this system helps in creating a culture of continuous improvement within the customer support department.