



I am a manager and i want the new system as it makes a more positive customer experience with low waiting time and elegant experience but i am worried about system cost

e.g.1)Users Perspective:
I am a manager and i want the new system as it makes a more efficient workplace but i am worried about staff training cost

I am a customer and i want an elegant and seamless travel booking experience but i am worried about choosing the right person to talk to

e.g. 1) Researcher's Perspective:
Major travel company would like to develop a new information system to improve the operation of their in-house call management center in order to make a more efficient w place, but due to budget restrictions the Major travel company may not be able cover t cost of all staff training.

e.g.1) What, where, when, why:
Due to budget restrictions the Major travel company may not be able cover th staff training when implementing the new system.