

Title : Customer Relationship Management

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ABSTRACT

Digio (Thailand) Co., Ltd. has attracted customer interest, particularly with their request for payments via a bank account system. The company acts as an intermediary between customers and banks. Since financial systems require meticulous and careful handling of data, a system was developed to verify financial data against account balances to ensure that all transactions are fully and accurately processed. The system was designed and developed to check whether financial transactions match the user's account balance, and this is displayed as a status on the dashboard. If any discrepancies are found between financial transactions and the account balance, the system will show details about the user's finances. Staff can adjust the user's account balance and reprocess the status again. The staff can export customer financial reports for a specified time period. By setting the year, month, and day, financial transaction data for that time period can be exported as a CSV file for further use. In this project, a function runs daily to reconcile financial transactions for each day. The developer has created a system to monitor the daily functions to ensure they operate correctly, with statuses displayed such as "In Progress," "Completed," and "Error." This helps ensure that these functions work correctly and completely each day, making it easier for staff to monitor the system.