

Universiti Teknologi MARA

**E-BU CONFINEMENT CARE
SERVICE (E-BuCCS)
CHA BEAUTY HOME SPA**

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ABSTRACT

E-commerce is growing trend that starting to transfer the business operation from physical stores to digital, which is more convenient and flexible. As considering this final year project desire to develop E-Bu Confinement Care Service (E-BuCCS) for CHA Beauty Home Spa's business.

The current business process of CHA Beauty Home Spa led to some issue such as time-consuming, redundant booking and lost data. Hence, this study aims to make it easier for the user who will use it without needing to come to specific places and could save time on booking an appointment. This study aims to develop an effective CHA Beauty Home Spa system to improve its business process. This E-Bu Confinement Care Service (E-BuCCS) system function allows CHA Beauty Home Spa to be more organised because it is much more functional for the administrator to manage the database of user. The most effective approach where its convenience to every user, such as admin, staff, and customer.

Initially, the E-BuCCS website functioned as a medium for the consumers or customers to ease them in viewing and booking confinement services. The development of the E-BuCCS system uses a CRM theory and Adapted Waterfall methodology, which includes five stages: planning, analysis design, implementation, testing and documentation. Therefore, development of E-BuCCS help and improve the overall performance of CHA Beauty Home Spa and are conveniently utilised by any user that uses the system.

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