

ABSTRACT

The Online Request Management (ORM) application is a supporting tool used for handling complaints or requests from customers, both from account holders and non-account holders. Currently, the ORM requires technological updates by using the Vue.js framework and transforming the architecture into a three-tier architecture to enhance responsiveness and interactivity of the application. The purpose of this update is to revamp the front-end interface of the Online Request Management application to make it more user-friendly and optimize the process of receiving and resolving customer complaints with real-time data processing capabilities. This final project report will discuss user requirements and necessary features analysis, designing a modern and responsive UI/UX, implementation using Vue.js framework and CSS, as well as testing and debugging to ensure the front-end interface functions properly and meets user needs. The scope of this report is limited to the front-end interface update of the Online Request Management application, with a focus on improving interactivity and real-time data processing, and does not delve into the detailed implementation on the back-end side of the Online Request Management application.

Keywords: Online request management, Framework Vue.Js, Front-End