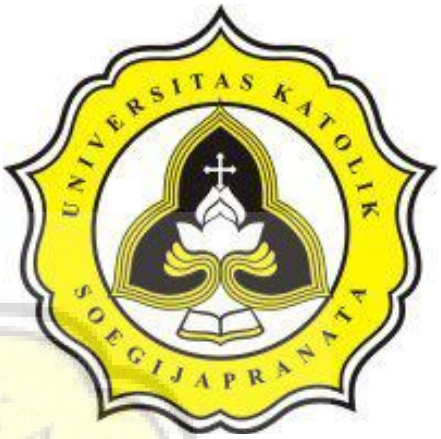

PROJECT REPORT

Implementation Java Thread and TCP / IP On Customer Service Chat

Felix Cahyadi

13.02.0042

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INFORMATICS ENGINEERING DEPARTMENT

FACULTY OF COMPUTER SCIENCE

SOEGIJAPRANATA CATHOLIC UNIVERSITY

APPROVAL AND RATIFICATION PAGE

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Implementation Java Thread and TCP / IP On Customer Service Chat

by

Felix Cahyadi – 13.02.0042

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ABSTRACT

This project report is about a Customer Service System with java programming language. It is built based on TCP / IP with threads and Binary Tree.

This project consists of three main programs. It consists of one server and two client programs. Server is the centre of the data transfer. The Clients are Customer Service and Customers. Server runs as the background process and responsible in managing clients and their data transfers. While these two clients are connected to the server, server will connect them and forwards the data in accordance to the intended client.

This program has no limitation on the number of clients connected to the server. When there are too many clients connected to the server, it can slow down the server performance.

Keywords *: Customer Service, Client Server, Threads, Socket*

PREFACE

This project title is “Implementation Java Thread and TCP / IP On Customer Service Chat”. This project is divided into 6 Chapters. The first chapter describes about the background, scope, and objectives of this project. The second chapter consists of literature study, the algorithm and the data structure used in this project. The Third Chapter is about the planning and the time to finish this project. The fourth Chapter describes about the analysis and the design of this project. In this chapter, the flow chart, use case diagram, and the class diagram can be found here. The fifth Chapter describes about the implementation and the testing process using the flow chart and diagrams from the fourth Chapter. The Sixth Chapter, the last chapter explains about the conclusions and the further research of this project.

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