

CHAPTER I

INTRODUCTION

1.1. Background

Customer Service system usually made with high level programming language especially with PHP and javascript. Java as one of the low basic programming language also have some potential in building a client server programming. With some help from thread and socket, server is able to handle a lot of clients at once. Using the thread, Server also able to maintain clients to connect to each other and pass data from one client to another client.

1.2. Scope

This project is built using Java language and using Socket as the network system and Tree as the data structure.

- This program able to apply client to client network system.
- Using the thread, Server able to handle a lot of clients at once.
- The Data sent by the clients are saved into a text file and loaded into the tree.

1.3. Objective

The goal of this project is to prove that with the java basic programming can build a low level programming Customer Service System based on Socket and threads that is able to handle a lot of clients at once and to use tree as the data structure.