Universiti Teknologi MARA

Comparison between Unified Communication Centre and Manual Method

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DECLARATION

This is to certify that I am responsible for the work submitted in this project that the original work is my own except as specified in the references and acknowledgement and that the original work contained herein have not been taken or done by unspecified sources or persons.

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(RAFIDAH BINTI OTHMAN)

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ABSTRACT

The purpose of this project is to make comparison between Unified Communication Centre and manual method. Unified Communication is the place that all communication such as e-mail, fax and phone put in one location (inbox). It is the product which using the Unified Communication Centre Web-based. To achieve this project some testing had been done by some of the comparison between the traditional technologies that using the fax, email and phone and using the Unified Communication Centre Services web-based. It needs the user subscriber to the Internet service provider (ISP) which using a Celcom.net as a testing. The benefit doing this project is to make the user know about communication technology that has always change from time to time. This project also gives some recommendations to make this improvement and can be continued to other student who interested in communication technology. Beside that, the Unified Communication also has an advantages and features which it give the user easy to manage their communication.