VICHIEN POOVONGCHAROEN : DESIGN AND DEVELOPMENT OF BANKING BASIC
INFORMATION INQUIRING SYSTEM ON MICROCOMPUTER USING TOUCH-TONE
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Design and development of banking basic information inquiring
system on microcomputer using touch-tone telephone. The propose of this
experiment for the basic inquiring system with password based upon the
substitution theory , to determine the performance of service granted
used queueing theory. 2 samples used - the first one was created for
testing , the other was made up by ordinary dial up customer.

The outcome (according to our existing 2 line - card) shown that
the highest performance is 0.087, and the lowest performance is 0.0146.