

Phone Number Management System

Case Providing Department: Management Information Technology and

System Office

Supported by LM

1. Background

Phone Number Management System is built on an agile development platform (zero-code), enabling admins to handle a range of administrative tasks—such as new employee onboarding and process documentation—within a single system.

During onboarding, relocation, and offboarding, the IT department must handle phone number assignment, employee information records, and workflow tracking.

The previous process relied heavily on manual work, resulting in scattered data, repeated entries, and poor traceability.

2. Solutions

The system was built on a no-code platform to enable automated data sync, phone number management, and workflow tracking.

Key features include:

- Automatic HR data sync

- Bulk phone number import, search, allocation, and recovery
- Tracking for onboarding/relocation/offboarding workflows
- Visual dashboards

3. Outcomes and Benefits

Phone Number Management System performed well during system testing. Furthermore, through automation and data integration, the system resolved the following issues encountered by the department in employee onboarding management:

- Reduced manual workload and improved efficiency
- Increased transparency and traceability of phone and workflow records
- Visual reports support management decisions

Overall, this project has demonstrated outstanding performance in streamlining the onboarding process for new employees, enhancing operational efficiency, and improving data security. However, attention must still be paid to issues such as system dependency, flexibility, and test coverage to further improve system stability and user experience. Through continuous improvement and optimization, this project is

expected to meet departmental needs better better and support business development.