ABSTRACT

Helpdesk Aplication In CV Global Mediatama Web Based

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Frequent of customer complaints against the service process and the completion of disorders in CV Global Mediatama still considered slow, due to lack of discipline and the officer quickly setters in resolving problems, besides many setter officer who spent much time in the field for reasons do the jon. Thus making the quality of the company into decline. Another obstacle is the process an application or registration from for new customers acquired from CV Global Mediatama telkomspeedy telemarketing in offering products, which can lead to load the company in terms of time and spending operational costs. In this thesis the author took the title Helpdesk Aplication In CV Global Mediatama Web Based, which expected to assist in the speedy process of installation of new Telkom and deal with questions related to customer needs, service, technical support or complaints against the speedy internet access and other information technology by utilizing the numbering system (request ticket) to facilitate tracking toward completion of actions coordinated by a team.

Keywords : Information systems, web