ABSTRACT

Artificial Intelligence-Based E-Helpdesk Application Development

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The rapid application of information technology has penetrated into various fields, including the field of network telecommunications, which also helps in reducing errors and facilitating the decision-making process. Helpdesk is a resource designed to provide information and support to customers or users about the products and services of a company or organization whose job it is to process and manage customer needs for products or services. Helpdesk has an important role in dealing with constraints on the use of information technology. One company that has limitations or constraints in the use of information technology is PT. NAP Info Lintas Nusa. The company does not yet have a helpdesk ticket application so for now it is still using the manual method, namely by employees meeting helpdesk technicians directly or contacting Microsoft Teams and recording cases using Microsoft Excel so each case is not well documented because it does not yet have a system. Therefore the author wants to design a helpdesk ticketing system in the company based on artificial intelligence using the K-Means Clustering Algorithm, the hope is that by grouping assistance tickets into several groups, it will make it easier for administrators to manage these assistance tickets more effectively and efficiently. The testing method uses black box and white box testing. In conclusion, the helpdesk application can run well, employees can provide feedback to the application admin to find out the proposed update case, but the K-means clustering algorithm used in the e-helpdesk application cannot work because the author has not included it in the application, only analyzes the calculations Manually.

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