

## ABSTRACT

Aliva Ayu Kurniasari (2019011064)

### **CUSTOMER SOLUTION ANALYSIS USING WEB BDS SYSTEM AT VXA KCP PONDOK CABE MUTIARA**

*In carrying out professional work at BCA KCP Pondok Cabe Mutiara, the practitioner works under the supervision and guidance of the customer service department. In professional work, practitioners have the opportunity to help and be directly involved in processing customer financial and non-financial transactions, such as ATM card replacement transactions, card unlocking, m-banking unblocking, handling customer complaints, m-banking registration. M-banking is a service provided to customers to carry out banking transactions through several features or menus found in applications downloaded via cell phones. Analysis of the implementation of professional work is carried out with the aim of finding out the solutions that customers get when there are problems and making customers comfortable transacting using Bank BCA.*

**Keywords:** *M-banking, changing of ATM cards, financial transactions, non-financial transactions*