ABSTRACT

DESIGN OF CUSTOMER FAULT HANDLING TICKET SYSTEM AND SERVICE OPERATION ACTIVITY REPORT DATA PT. XYZ

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PT XYZ is a company that is active in device and network integration with business processes engaged in device rental services in the form of routers, printers, laptops, to improve rental services, one of which is implementing presenting a helpdesk in handling disruption tickets from customers, the current customer ticket submission process is still via WhatsApp and email and the recapitulation of ticket completion for meeting materials is also still one by one recapitulated through Spreadsheet so that it is prone to duplication of data and there is no automation of ticket numbers to be followed up by customers to make the process of handling disruptions longer and not integrated so that it requires an integrated system both in handling tickets and recording reporting. The research method used in this research object is descriptive qualitative which describes a system to be used and the data used based on data collection so that it can be analyzed and observed the truth to build the system. In designing a ticket handling system, a System Development Life Cycle (SDLC) method is used with the Waterfall method which can help in the process of making the system. The ticket handling system designed and built as a proposal from the needs analysis that has been carried out can help customers in conveying problems in the form of making tickets in an integrated manner through a system connected to service operations or helpdesk. The design of the tested system uses the Unified Modeling Language (UML) modeling language and system testing using Black Box Testing. The test results state that the system runs successfully and well and in accordance with the predetermined design.

Keyword*: Helpdesk, Tiket, Waterfall, SDLC, UML, Black Box Testing*