

ABSTRACT

WRAP Internship is one of the programs held by Telkom University with the aim of improving the quality and quality of students and absorption in facing work challenges. In this report the author will discuss what the author has done during the 9-month internship at PT Infomedia Nusantara.

There are several tasks and activities carried out by the author during the internship program, for example, attending division & department meetings, participating in building the company's latest project, participating in several office activities / events. In addition to tasks and activities, the author also gained new knowledge and skills that the author had never previously obtained.

PT Infomedia Nusantara itself is a subsidiary of PT Telkom Indonesia which focuses its business on providing Business Process Outsourcing (BPO) solutions through 2 business portfolios, namely: Customer Relationship Management (CRM) and Shared Service Operation (SSO). To date, Infomedia Nusantara has managed the business processes of more than 600 companies from various industry segments. In its business journey, Infomedia controls 53% of the contact center market share, which continues to be developed by adopting leading digital technology.