

ABSTRACT

One of indicator customer level satisfaction survey in using service phone is success of phonecall, PT.TELKOM specify that number equal to 80%. Untuk reaching this number, needed correct efforts and quickly reaching target which have been specified.

Accompanying study literature related to guidance of analysis of network, technical description, EWSD central telephone and manual reference: fundamental of technical Telkom plan.

Basically traffic performance which need to be controlled is outgoing traffic performance to other telephone central and terminating traffic performance to customer. From outgoing traffic performance known failure phonecall which because of two especial matter that is circuit loss failure before occupying of circuit of outgoing failure and after occupying of circuit of outgoing, from terminating traffic performance known failure call which because of especial three things that is failure joint caller, failure central internode and failure joint terminating. Analyse failure call to be conducted with searching action alternative and causes which maybe done.

Pursuant to data can identify that failure call most dominant at terminating trafik representing focus in handling, caused by joint terminating. From this condition, needed priority in handling to depress failure call by joint terminating that is depressing failure because customer of RNA and busy. For that, that needed measurement subscriber traffic record (TSM) to know clients causing RNA and busy. afterwards given handling steps and also alternative stages in the effort to increase succes call. For handling of outgoing trafik basically as equal as handling in terminating traffic, only conducted network in destination network