

ABSTRACT

Telkom Foundation is a foundation initiated by PT . Telecommunications Indonesia Tbk (PT.Telkom), where the Telkom Foundation, there is one unit that manages demand Request The Action Of Repair And Prevention (PTPP). Web-based application that was developed to facilitate the various stages, ranging from making a complaint, make improvements to present a report on each process Request The Action Of Repair And Prevention (PTPP). Additional features of SMS Gateway is useful as a bridge to the QMR and the unit reported to convey detailed information in performing request the action Of repair and prevention. The methodology that used to make this application is the Waterfall method. This application is used by 4 users, namely the reporting units reported , QMR, PPD.

Keywords: Web-Based Applications, Request The Action Of Repair And Prevention (PTPP), SMS Gateway