

ABSTRACTION

Helpdesk Task Unit (now : ARKOM III RO Bandung) is a Task Unit in the Division of Telkom Flexi that has several major functions include tracking function, single point of contact and case analyzer. This organization (ARKOM III RO Bandung) is in level I after User, followed by expert (level II) and in the top is level III or manager. Organization here is intended as a workflow of complaint handling. Some of the complaints in the scope of Task Unit ARKOM III RO Bandung are technical complaint, the complaint application support (CCF and MaKXi), complaints UBPM billing support and other related complaints.

The application that is now being used is the application of CCF system. But not all types of complaints may well covered on the application because the application is only to cover complaints that come from just 147. In fact a lot of complaints through the media such as chat (G-Talk), Facsimile, visiting, telephone, SMS (short message service), mailing and others.

In this final task designed a information system that serves the handling of complaint to record all incoming complaints (complaints outside the system CCF). The first stage is the identification and introduction. The second phase is the design includes systems analysis, identification of system requirements, system design, coding, and verification. The third stage is the implementation of the system and test results analysis system implementation. The final stage is the conclusion and recommendations.

From the results of research conducted conclude that the obtained information system designed to meet the needs in the field. Some of the problems faced in the field is the absence of an application that is used to "record" in the complaint, the complaint data search, absenteeism, complaints handling time-range. Therefore, the application made is expected to meet the needs mentioned above.

Keywords : *Complaint Handling, Information System*