

**OPTIMALISASI PROSES BISNIS FREQUENTLY  
ASKED QUESTION DAN PANDUAN OLEH  
STREAM PELAYANAN PADA SISTEM ONLINE  
SINGLE SUBMISSION RISK BASED APPROACH  
DI PT. TELKOM INDONESIA**

**OPTIMALIZATION OF FREQUENTLY ASKED  
QUESTION BUSINESS PROCESSES AND  
GUIDANCE BY SERVICE STREAMS ON THE  
ONLINE SINGLE SUBMISSION APPLICATION  
RISK BASED APPROACH  
PT. TELKOM INDONESIA**

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