ABSTRACT

Service Desk web application is an application that helps Helpdesk from Pusat Teknologi Informasi (PuTI) Telkom University to respond complaints, feedbacks, comments, and problems or any question by providing information in all platform available.

Previous version of Service Desk web application is focused on ticket submission, ticket listing, and ticket assignment. This version of development for Service Desk web application adds more new features while also change and fix existing features. One of the new features is Reporting Ticket. This feature is used to show statistic datas from how ticketing activity is done in the forms of tabel data, charts, or in dowloadable file (.xlsx).

Kata Kunci: Web Application, Service Desk, Telkom University, Ticketing System