ABSTRACT

CCAN (Corporate Customer Access Network) is a division of PT Telkom Access that is responsible for repairing disruptions to the company's customer services, such as telephone, internet, usee TV, astinet, vpn, Sip Trunk, metro, and others.

CCAN (Corporate Customer Access Netwok) was established in 2014 and operates in every Telecommunication Service Area Office. Its purpose is to provide after-sales services that focus on broadband access with the aim of maintaining service quality according to the service standards of the CCAN (Corporate Customer Acces Netwok) Team. CCAN is also designed to help Telkom deal with disruptions and facilitate the commissioning of Indibizz customers.

This study aims to analyze the WLAN network in the CCAN (Corporate Customer Area Network) area using Quality of Service (QoS) parameters, namely Delay, Throughput, Jitter, and Packet Loss. This QoS is used to benchmark the index of how good the quality of the WLAN network is in the CCAN area.

This research was carried out by analyzing WLAN network traffic in the CCAN area using Wireshark software. From the results of the analysis of the quality of the WLAN network in the CCAN (Corporate Customer Area Network) area into the "Very Satisfactory" category because it is at index 4 of Quality of Service. This result states that the WLAN network service in the CCAN area is very good and very reliable.