

ABSTRACT

Communication and information are very important service in the campus environment and society at large. On the campus itself communication becomes very important because it is always associated with the learning process. For example, when lecturer need help employees rooster at the time teaching in the classroom or other emergency needs related to equipment that supports the learning activities in classrooms considering the distance between the classroom with space rooster, this is done so as not to interfere and save time in the learning process teach in kelas. Aplikasi Voip accessing IVR systems are consistent for the strategic environment in melauyani campus students and lecturers.

Can be seen today almost all companies use the Call Center IVR systems in serving the customer in delivering services and providing technical assistance, and may use the Call Center IVR system is not limited to the scope of the company, but they can be developed in the campus area.

At the end of this project has been conducted by making application to access Voip Call Center IVR systems in rooster IT Telkom, where clients can access services such as damage to the projector, cable damage, lack of stationery, the issue of Presence and availability of drinking water for lecturers by dialing extension number services that are immediately confronted with an IVR system that will guide the user in this case the lecturer assistance in selecting the desired service, and the admin rooster will be immediately known where the space requiring the services and types of services required, and if the lecturer have urgent interests of others can be speak directly to the admin rooster.

Keywords: Call Center, IVR (Interactive Voice Response), VoIP (Voise over IP)