

Abstract

Report is one of the factors that influence to progress the resignation of a company. Report must can support an assistant manager in take correct decision for company. An assistant manager doesn't want to see a data in the complex form, the only want is to see business process summary that is walking now, so that with report can taken a decision. Therefore, report that produced must be accurate report as according to data in at that time.

Personal Customer Care is subdivisi from customer care division of Kandatel PT. Telkom Bandung. One of the activity from this division is that is does visit to customers that have a problems with the administration. That visit is done to watch over good connection with customer. In this division is held a event that give a reward to one of the visitor best so that stimulate performance from visitor itself. Till now report maker process stills done with excel and the input data process still to depending to staff administration. There is no sistem that handle as a whole from begin distribution visiting data to the visitors, input data, until produced a report and data. Therefore, in task will end this be made application to cover activity from input data until be produced a report. In this big task also made system that can managed visitor's data.

Keywords: *report, visitor, system.*