**ABSTRACT**

Competition in telecommunications, PT Telkom Tbk was established to improve service to customers' needs for services such as Fiber To The Building (FTTB) also now serving Fiber To The Home (FTTH). In FTTH known IndiHome services (Triple Play), which has experienced many problems compared to FTTB terms of both physics and logic. In the division in charge of services to address issues related to the reporting of tickets per day. Ticket has several divisions depending on needs such as booking service new and changing services TriplePlay taken. The ticket processing is done using an application or web, one of which is Starclick, Nossa, and Noss.

*Keywords:* FTTB, FTTH, IndiHome, Starclick, Nossa, Noss.