

ABSTRACT

Insurance is a non-bank financial institution that carries out an agreement between the insurer and the insured to provide protection or protection suffered by the insured for financial losses arising from unexpected and uncertain events. Insurance often gets consumers from various circles, insurance has an agent who plays a role in marketing insurance products owned by the company. The problem that insurance agents experience is that they often have difficulty in making problem reporting tickets. Handling problems at the Manulife insurance company still cannot help optimally, as evidenced by the use of the MiCalls application which cannot accommodate so they use Notepad and Microsoft Excel. Based on these problems, this research creates an application called MiDesk based on a website to help the problems faced by consumers. This application uses the UCD method, this method is user-centered so that all these processes produce products that meet user needs. The result achieved using the UCD method is a Web-based Helpdesk application. The result of this research is a website-based MiDesk application that can be used by the Manulife Helpdesk IT agent team.

Keywords : Application, Assurance, Helpdesk, Web, Agent