ABSTRACT

Create a Dashboard for the Installation Report of PT Telkom Datel Purbalingga

Nurul Puspa Hapsari (2021)

Faculty of Informatics Telkom Institute of Technology

Email: 18102244@ittelkom-pwt.ac.id

PT Telkom Indonesia (Persero) Tbk (telkom) is a state-owned information and communications technology enterprise and telecommunications network in Indonesia. PT Telkom Indonesia has many telecommunications areas in Indonesia, one of which is PT Telkom Datel Purbalingga which is located in Karangsentul Village, Purbalingga, Central Java. PT Telkom Datel Purbalingga has several divisions, namely, Operation and Maintenance, Support, and Customer Service. PT Telkom Datel Purbalingga has wifi installation services and Orbit sales. The administration system for installing wifi networks and selling Orbit at PT Telkom Datel Purbalingga still uses the manual method using Microsoft Excel to input customer data, therefore customer service and admins have difficulty finding customer data. During the implementation of practical work, the authors use the method of literature study and interviews to compile reports on practical work. The literature study method is used by the author to find references regarding company logos, product logos, and source code related to the preparation of practical work reports. The interview method was carried out by the author with field supervisors to get references and solving problems experienced during practical work. PT Telkom Datel Purbalingga's dashboard uses the PHP programming language and XAMPP for the database. PHP is a programming language designed for web development. And XAMPP is used as data storage.

Keywords: Dashboard, Customer service, Admin, Php, Xampp