ABSTRACT
IMPLEMENTASI CLOSE TIKET GANGGUAN INDIHOME DI WEBSITE R1MOTE AREA SUMUT

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The development of information technology today, has a very important role in the smooth and speedy provision of information for companies. This telecommunications technology then continues to develop and becomes a strong demand for providing telecommunications services to meet the needs of users. This need is a factor to encourage an internet service provider company or ISP such as PT. Telekomunikasi Indonesia Tbk. Products provided by PT. Telkom Access Area of North Sumatra is an indihome that is used by users as customers for the needs of supporting factors for telecommunication technology. IndiHome is a Triple Play service from Telkom which consists of Internet On Fiber or High Speed Internet, Phone (Home Phone), and IPTV (UseeTV Cable). To monitor customers, many companies have systems to check whether the customer network is good or not, if not the company will make a fault ticket which is a process for repairing the user's network, after that the ticket will be received by the technician and will go to the user's location where to check and repair the network attached to the fault ticket. A trouble ticket is a ticket for technicians to know about customer complaints and disturbances. After that, the ticket will enter the list of disturbance tickets and will get a ticket number, and enter the nossa database for disturbances with open or closed status. If there are still system problems, the last check will be done on the R1MOTE website to check the network on the GLADIUS website.

Keyword : Close Disturbance Ticket, R1MOTE Website, Gladius Website