

ABSTRACT

In its development, the telecommunications sector in Indonesia has a very important role in supporting the development of various aspects in all fields. These fields include economics, education, business, information and communication, and socio-cultural fields. This is because the telecommunications sector can meet the needs of one of them in terms of sending information and receiving information quickly and efficiently. One of the telecommunications industries that specializes in network infrastructure and broadband network development in Indonesia is PT. Telkom Access. The Helpdesk Assurance Division is a division that focuses on escorting Indihome disruption orders at Witel Semarang covering the Tugu, Kidul, Johar, Majapahit and Candi sub-districts. In carrying out the task of KP in the Helpdesk Assurance division, the author does various jobs and one of them is inputting ticket data from customers with the aim of trouble tickets submitted by customers entering Telkom Witel Semarang data so that the problem can be resolved as soon as possible.

Keywords : *ticket, Indihome, Helpdesk, input.*