

ABSTRACT

Writing this report aims to increase experience and train oneself in preparation for competition in the world of work later and to gain insights that are not obtained during lectures, in addition to other objectives, namely to meet the requirements of the Job Training course in the Software Engineering Study Program.

The tasks given to the practitioner include: learning how to check customer data for telkom services, matching customer data in the database with conditions in the field, learning how to wa blasting, conducting call caring activities for customers, checking bills, informing customer telecommunication service bills, and following several internal and external office activities. From the implementation of this Field Work Practice, the practitioner will know how the system and work pattern in the Shared Service Operation (SSO) unit at PT. Telkom Indonesia Witel Purwokerto.

Keywords : database, wa blasting, call caring