

Abstract

The Certified Independent Study and Internship Program (MSIB) is one of the eight learning methods proclaimed in the Independent Campus Policy. Partners taken in the Certified Internship program are PT Telekomunikasi Seluler, Surakarta. PT Telekomunikasi Selular opens opportunities in various fields, making it easier for registration to choose positions that match their interests. One of the positions taken was as Network Complain Handling & Analytic Intern. The scope of work in the Network Complain Handling & Analytic Intern position includes detailed complaint recognition, analysis and recommendation of network conditions for detailed complaints, network complaint resolution, and design tools to assist complaint analysis and detection. The project implementation process is carried out by conducting a drivetest trial at outlets, a walktest practice using the Gnet Track Pro application and the walktest results will be opened using the Google Earth Pro application. The achievements of the project results include identifying findings from several customers by looking at the database, analyzing the condition of BTS availability, quality, BTS alarms, and BTS performance by looking at the RSRP, RSRQ, and SNR indicator values as well as providing recommendations to customers who experience complaints to optimize antennas.

Keyword : Identification of complaints, Analysis of complaints, Recommendations for handling complaints, Optimization