

## DAFTAR PUSTAKA

- [1] ICON+. (2017) [Online]. <https://plniconplus.co.id/>. [Accessed: 13-Sept-2022].
- [2] Verina Mega Puspita, "Presales Aktivasi Layanan PT Indonesia Comnets Plus Untuk Pelanggan Segmen PLN dan Publik Area Jawa Tengah dan DIY," Politeknik Negeri Semarang, Semarang, 2019.
- [3] PT. Sumihai Teknologi Indonesia. (2022, Oktober) Sumihai Teknologi Indonesia. [Online]. <https://www.sumihai.co.id/id/pengertian-software-crm-dan-manfaatnya-2/>. [Accessed: 20-Sept-2022].
- [4] MegaBisnis.id. (2022) [Online]. <https://megabisnis.id/14-kelebihan-dan-kekurangan-microsoft-dynamics-crm/>. [Accessed: 5-Okt-2022].
- [5] Lintas Media Danawa. (2022) [Online]. <https://lintasmediadanawa.com/berita/crm-customer-relationship-management-adalah/>. [Accessed: 11-Okt-2022].
- [6] J. A. Prakasa, "SOP Preventive Maintenance PoP SBU Bandung," 2019. [Online]. Available: <https://id.scribd.com/document/398630288/Laporan-Kerja-praktek-pt-icon-plus>. [Accessed: 30-Nov-2022].
- [7] L. Mustaqim, "Analisa Power Link Budget dan Rise Time Budget dari POP ke Pelanggan Berteknologi GPON (Gigabit Passive Optical Network)," *repository binadarma*, 2020. [Online]. Available: [http://repository.binadarma.ac.id/1472/1/Laporan\\_KP\\_Lucky\\_Mustaqim.pdf](http://repository.binadarma.ac.id/1472/1/Laporan_KP_Lucky_Mustaqim.pdf). [Accessed: 15-Nov-2022].
- [8] H. Mustafa, "Upgrade Kapasitas Link Trunk 1GB Menjadi 10GB Di POP ICON+ Jalur ULP Bangkalan-ULP Ketapang-GI Sampang," 2021. [Online]. Available: [https://informatika.untagsby.ac.id/backend/uploads/pdf/Heikal\\_Mustafa\\_1461700145.pdf](https://informatika.untagsby.ac.id/backend/uploads/pdf/Heikal_Mustafa_1461700145.pdf).
- [9] R. Novayandi, "Sistem Informasi Perbaikan Kualitas Pelayanan di PT. Antero Bahana Cemerlang Berdasarkan Manajemen Keluhan Menggunakan Pendekatan Customer Relationship Management (CRM)," *e-library UNIKOM*, 2021. [Online]. Available: [https://elibrary.unikom.ac.id/id/eprint/5690/8/UNIKOM\\_RIZKY](https://elibrary.unikom.ac.id/id/eprint/5690/8/UNIKOM_RIZKY)

NOVAYANDI\_BAB 2.pdf. [Accessed: 28-Nov-2022].

- [10] N. A. W. A. Rania Nuan Syakila, “Penerapan Customer Relationship Management pada Crematology Coffee Roasters Saat Pandemi Covid-19,” *J. Cyber PR*, vol. 1, no. 1, pp. 1–10, 2021.