APLIKASI PENGELOLAAN KELUHAN PELANGGAN PT PHAPROS, TBK. BERBASIS WEB

(WEB BASED APLICATION OF CUSTOMER COMPLAIN MANAGEMENT AT PT PHAPROS TBK)

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ABSTRACT

The design of client management application in PT Phapros Tbk is an application based on monitoring management of customer complaints that enter both internal complaints and eksternal complaints that enter so it can be known progress is already open or closed status. Interface design and implementation using PHP as programming language and MySQL for database usage. The reference material of the data source was obtained through interviews, observation, and literature study. The development of this application using the Software Development Life Cycle (SDLC) model, and UML for the process of the system. The existence of customer complaints management application is integrated well so that data accessing can be done easily and real time regarding the status of customer complaints being. The purpose of this application is to increase customer satisfaction both internal and eksternal.

Keywords: complaint, SDLC, UML