

ABSTRACT

PT. Neuronworks Indonesia is a company engaged in information technology. As technical support is responsible for supporting the services in Neurons, one of which is to serve all the obstacles and problems that exist in the Constraint service and complaints that have been delivered via the NISA ticket will be further reviewed and is resolved by technical support. In job operations, the company always prioritizes customer satisfaction and security. Therefore, the company provides a position as technical support that is tasked with handling various kinds of complaints and customer problems in the implementation, use, and software configuration. PT. Neuronworks Indonesia provides Maintenance Support & Operations Services division that can be abbreviated as MSOS division. In the MSOS division there is a technical support in charge of handling various kinds of complaints and customer problems in the IndiHome service installation process according to the application provided. PT. Neuronworks Indonesia provided the app using the ticket system, the name of the app is the NISA application.

Keywords: PT. Neuronworks Indonesia, technical support, IndiHome, tickets, NISA, MSOS