

## **ABSTRACT**

With the increasing capacity of telecommunications service users, an operator not only received funding results in sales of telecommunications services, but increased capacity that user also result in high call failed, calls that failed still could be addressed by means of a network optimization. many factors can cause the failure of a call, do not get the channel of communication, is not covered by the base to another, as well as the density of the network operator, so that it will result in no achievement of quality communication services.

To optimize the quality of the network there are several parameters used include indicator parameters Call Setup Success Rate (CSSR), Call Setup Time (CST), CCSR, etc, at the end of the project this time will focus the CSSR parameter divided again in the CSSR CS Voice, CSSR CS videos, CSSR PS, and HSPDA Accessibility Success Rate. CSSR is a standard percentage success rate for measuring network availability in service either call voice, data or video.

in this final project work, steps to be performed to find out the quality of the customer service operators are using the method of Drive Test

Keywords: CSSR, Drive Test, 3G

