

ABSTRACT

Company such as PT. Telkom wants to give a maximum services to their customer. The important part of a company is a billing division. Nowadays the customer data management involve a company to manage them well. Management of good customer data and also have entire equipment which good for company is important matter required, because all of data related to customer will help the company to get a decision about a customer.

PT Telecommunications Indonesia, Tbk as one of the company of telecommunications in Indonesia specify a policy of pending abstract to consumer. Pending abstract to represent a status where consumer which still have arrears in falling due payment time still in active status and delayed to be inactive because assumed still have potency to remain to be customer. But pursuant to obtained boldness from part Unit Billing Collection (UBC), there is no system integrated capable to handle the problem of selection of customer which enter in category of pending abstract. Selection process done manually by a committee which called committee of churn that select one per one customer which have potency for pending abstract. In course of this selection need time one day full and entangle more than 10 people and also action having the character of things and subyektif which consistence can happened cause of mistake by human being.

Therefore required a Information System able to assist in deciding particular customer which status ought to pending abstract, pursuant to regulasi determined by PT. Telkom. The Regulasi only limited to customer segment, payment behavior and also historical data of payment from every customer.

From the result, this information system can assist in execution of business process and in it have earned to apply some function of pertinent side. Election of customer for the recommendation of pending abstract to earn quickerly, precisely and efficient.

Key Word : *churn, pending customer, retention*