

ABSTRACT

PT. Telkom is a market leader in the telecommunications industry in Indonesia. Because of that have many customers who use telecommunications service from PT. Telkom, for example product PSTN (Public Switching Telephone Network) or known to the phone cable. In the industry telecommunications service, customer are the main factor that can drive this business, so it needs to be guarded and maintained their loyalty with provide maximum service. One of the service provided by PT. Telkom on the unit Personal Customer Care is visit the customers who have bills phone problem to made report the real condition. The main problem in the customer visit is the employees are often difficulties in finding the location of customers because they haven't good navigation in Bandung area. In addition, all the visits are done manually so it can increase the activity of employees. Based on the above issues will need an application designed Geographical Information System (GIS) to improve the process of handling customer visits PSTN in the city of Bandung.

Based on the above issues, the final project of this research aims to get easier for the employees unit Personal Customer Care Kandatel Bandung in the process of handling customer visits with the use of Geographical Information System so that it displays the location of customers obtained in the form of digital map, complete with the visit informations and an alternative route to the to the customer location with using dijkstra algorithm. With the design of this application, is expected to evaluate the existing business process of visit handling so that handling process to be more effective.

Keywords: GIS, PSTN, Dijkstra Algorithm, Information Systems, Customer Visit