

ABSTRACT

Globalization and technology expansion has turned out the competition ambience to be more rigid, particularly in the globe of telecommunication. The situation of PT Telkom which is almost in maturity level, where the company position is almost at its peak vision. That, today Telkom is in danger position. If there's no anticipation or exact pace to avoid the threat, so this company will occur a rough decline. To support the company vision and mission, information technology hold the most important role in every aspect of company's operational. Telkom ISC is a unit which gives IT service to internal customers. In IT service given, there's many problems faced by IT service user everyday so that there is a section who handle it, named Helpdesk. Arrival of complaints could be anytime, when there are more and more products show up it makes helpdesk has to be ready to serve anytime.

Helpdesk unit available in every telkom regional or amount to 8 has an important role towards telkom products quality prevention. Because of it telkom wants the same good service in operator *update knowledge* or an easy monitoring. On historical call data in November 2009 written that there's 2.312 calls in HO regional, 1.686 calls in ISDC 1, 10.839 calls in ISDC 2, 133 calls in ISDC 3, 1.735 calls in ISDC 4, 3.045 calls in ISDC 5, 567 calls in ISDC 6, and 2.799 calls in ISDC 7. Whereas for rejected historical call data the largest part occurred by ISDC 6 with 25,08% percentage and the smallest part occurred by HO regional with 3,5% percentage. Solution to make monitoring and *update knowledge* easier, Telkom has a plan to change the call system which was the beginning divided into 7 Telkom regional or 8 part of ISDC, it becomes 1 central call (*call centre*). Besides service time is added into 24 hours 7 days of work.

The new scheduling (centralization) which is expected by the company could be optimal. That operator 247 efficiency and cost minimum could be reached. This matter is done with optimize linier programing by considering operator work load which is determined.

Conclusion of this research is the centralization of call center 247 may help PT. Telkom easier in monitoring towards handling complaint, easier in updating knowledge for operator at helpdesk and make consumer easier to remember the call number. The optimum operator amount based on linier programing for weekdays are about 56 people by dividing them into 32 people on shift 1 (06.00-14.00), 1 people on shift 2 (08.00-16.00), 15 people on shift 3 (10.00-18.00), 6 people on shift 4 (12.00-20.00), 1 people on shift 5 (14.00-22.00) and 1 people on last shift (22.00-06.00). Whereas for weekend the amount of operator needed are about 6 people by dividing them into 3 people on shift 1 (06.00-14.00), 1 people on shift 2 (08.00-16.00), 1 people on shift 5 (14.00-22.00) and 1 people on last shift (22.00-06.00).

Key Word: *Help desk*, Linier programing, optimum operator, centralization 247, service time