

ABSTRACT

On its website, Telkomsel doesn't have online feature to register customer service and visualization of customer service facility's location yet. So that, it needs to be made a system that can give online register for customer service and visualize customer service facility's location. Online registration has aim to reduce waiting time that faced by customer compared to those who register directly in location. The proof of it will be sent to customer's cell phone by SMS so it can decrease paper use.

Procedure of sending SMS in system information is when customer has entered online form registration and filled it, confirmation that customer is registered in one of the customer service's location will appear. After that, the form of sending SMS will appear as registration's evidence in customer's cell phone. The content of SMS is customer has registered in one of the customer service's location with ticket's number that represents sequence of registration on date and arrival time according to customer's choice.

While visualization and location's mapping of customer service makes easier for customer to do some research customer service facility's locations. In this feature, it gives the closest line's visualization that has to be travelled by customer in reaching customer service facility's location. In using of map and determining the closest line, it uses Google Maps. It has ability to show application of map geographic that presents data visualization based on user's needs and visualization of the closest line from the starting point to destination point. Output that is shown in visualization of closest line is an estimation of time that needed to reach customer service facility's location and distance between customer's location and customer service facility's location.

The development of registration's information system visualization of customer service facility's location based on web in Telkomsel can improve efficiency in searching customer service facility's location and in doing online registration.

Keywords : Customer service, Online registration, Visualization