

## **ABSTRACT**

*Complaint is an expression of dissatisfaction by costumer or client that bought a product or service, that is expressed by written or unwritten about every aspect of a product, service or anything that is provided by a company or busnisses. Complaint handling are used to clear up any problem that costumer have on a product or service as a way to increase company performance. An effective complaint handling system will bring benefit to the company.*

*Handling complaint about payment on Telkom Indonesia are handled by Shared Service Operation Finance (SSO Fnanace) division. SSO Finance have the responsibility as the organizer of the company financial transaction operatioan activities, operational billing, revenue assurance and the implementation of financial policy aspecially on a strategic operational & transactional to support operational activity in every unit in Telkom.*

*A complain handling information system that utilized Telegram bot that can input data, process complaint, and reporting are created for this Final Assignment. The designing of this system are done by modelling the flow of the fuction using Flowchart, showing the object interaction are done by using Unified Mpdeling Language (UML), and data modelling using Entity Relationship Diagram (ERD). The web application are build using Codeigniter (CI) framework, mySQL to created the database, Telegram's BotFather the created the bot that will use webhook to programs the command for the bot.*

*This complaint handling system will help the user to process the complaint and create a report based on those complaint.*

**Keywords:** *System information, Complaint, UML, Codeigniter, Webhook*