ABSTRACT

The internship program is the process of applying the knowledge that has been learned during the lecture period. PT. Neuronworks Indonesia. The company is a place for students who want to experience hands-on work practices for 12 months as Technical Support. As Technical Support for the MyIH team, it is necessary to thoroughly check the My Indihome Partner application, one of which is by testing the application. Application testing is carried out to avoid problems when the application is launched. The test was also carried out to make better updates according to the needs of My Indihome partners and customers. In addition, to help customers and partners who have problems with the order registration process, a ticket helpdesk application called NISA is provided. NISA acts as a liaison media so that Technical Support can easily find out and help partners solve problems they are experiencing. With this, it is hoped that the My Indihome service can be enjoyed by customers more.

Keywords: Technical Support, My Indihome, Helpdesk Ticket