

ABSTRACT

PT Trimitra Sistem Solusindo (PT Trimitrasis) is a company engaged in the service sector as a partner in providing managed technology solutions for end-to-end business processes. One of the services offered by PT Trimitrasis is an Application management service (AMS). AMS is an IT service offering that combines a globally integrated industry approach to help companies strategically manage their application portfolios to support their business goals. AMS includes application implementation, application helpdesk, application maintenance support, and application monitoring. AMS as a complaint service process and additional features from applications already running on the client company is undoubtedly critical in paying attention to customer service.

A Creating AMS tickets that are still from various sources such as WhatsApp, email, and CX tickets makes it difficult to monitor and record incoming tickets to AMS. This also makes reporting difficult to do. And also the recording of reporting that is still manual makes it difficult for the AMS head to monitor each agent in real-time. The absence of a ticket SLA calculation makes it impossible to calculate the performance of the agent and this certainly makes it difficult for the head to know whether his agent's KPI has been achieved or not. Based on these problems, the design of a Salesforce-based information system with the Salesforce adaptive methodology implementation method is one solution to overcome the problems that exist in PT Trimitrasis which results in an integrated communication process design in handling PT Trimitrasis AMS ticketing and also making automatic and real-time reports. . Based on the results of UAT (User Acceptance Testing) as the testing methodology carried out, it was obtained 100% complete, which means that the salesforce service cloud that has been configured for all the features created can be carried out and carried out by the user.

Keywords— customer relationship management, salesforce, service cloud, salesforce adaptive methodology, application management service, support.