

ABSTRACT

PT Telekomunikasi Indonesia, Tbk. (TELKOM) especially KANDATEL Bandung (Lembong) is one of regional office from TELKOM as operational unit being part of delivery channel organizer function and customer management. Indirect Channel Management is sub division from Customer Care division which manages mitra channel customers and customer community such as flexi community and speedy community. Before, the community data did not use maximally, so making difficult in that management data. And the number of community will be grow by the time, so it needed an application which can help to manage the community data so that the community data can be structured and PT.Telkom can give the best service to it community.

This application is implemented for help indirect channel management subdivision in customer community management. So that the employees can be identification customer development and looking for information about community by this application.

This application is build with system waterfall metode and use PHP program language with MySQL as database, also Apache Server as Web server.

Keyword : *customer community management application, web .*