ABSTRACT

Ricko Setyawan (01082180020)

DEVELOPMENT OF SCORING FEATURES IN TICKETING SYSTEM PT. ESENSI SOLUSI BUANA

(xvii + 41 pages; 21 images; 5 table; 1 appendices)

PT. Esensi Solusi Buana is a startup company engaged in the technology restaurant located in Tangerang. Currently PT. Esensi Solusi Buana already has many clients spread and continues to grow in several regions of Indonesia so that it requires the technical support team to work harder, therefore PT ESB wants to create a feature that can measure and improve employee performance.

To be able to improve employee performance, operation analyst team ask internal developer team to develop scoring system on ticketing system. The scoring system here can track, measure, and assess the tickets that have been taken based on the level of difficulty and priority level by the technical support team, each score has its own value that has been determined by the operations analyst team. if there are employees whose scores meet the target, they will get a bonus so that it is expected to improve performance. The development of this feature uses the black box method, the PHP programming language and uses the Yii2 framework.

The development of the ticketing system feature has been successfully carried out and has been implemented into the existing system, every feature created has been tested and the results issued are in accordance with the expected results, in addition to the scoring system feature, many tickets are completed by the technical support team. Scoring system features can be developed further by making it more complex.

Reference: 10 (2019-2021)

ABSTRAK

Ricko Setyawan (01082180020)

PENGEMBANGAN FITUR SCORING PADA TICKETING SYSTEM PT. ESENSI SOLUSI BUANA

(xvii + 41 halaman; 21 gambar; 5 tabel; 1 lampiran)

PT. Esensi Solusi Buana merupakan perusahaan *Start up* yang bergerak di bidang restoran teknologi yang terletak di Tangerang. Saat ini PT. Esensi Solusi Buana telah memiliki banyak klien yang tersebar dan terus bertambah di beberapa daerah Indonesia sehingga menuntut tim *technical support* untuk bekerja lebih keras, oleh sebab itu PT ESB ingin membuat suatu fitur yang dapat mengukur dan meningkatkan kinerja karyawan.

Untuk dapat meningkatkan kinerja karyawan, tim *operation analyst* meminta tim *internal developer* ingin mengembangkan fitur *scoring system* atau sistem skoring pada sistem *ticketing*. *Scoring system* disini dapat melacak, mengukur dan membuat penilian dari tiket yang telah diambil berdasarkan tingkat kesulitan dan tingkat prioritasnya oleh tim *technical support,* tiap skor memiliki nilai masing-masing yang telah ditentukan oleh tim *operation analyst*. apabila ada karyawan yang skornya memenuhi target, akan mendapatkan bonus sehingga diharapkan dapat meningkatkan kinerja. Pengembangan fitur ini menggunakan metode *black box*, bahasa pemrograman PHP dan menggunakan *framework* Yii2.

Pengembangan fitur *ticketing system* telah berhasil dilakukan dan telah implementasikan ke dalam sistem yang telah ada, tiap fitur yang dibuat telah dilakukan uji coba dan hasil yang dikeluarkan sesuai dengan apa yang diharapkan, selain itu dengan adanya fitur *scoring system* banyak tiket yang diselesaikan oleh tim *technical support*. fitur *Scoring system* dapat dikembangkan lebih lanjut dengan membuatnya lebih kompleks.

Referensi: 10 (2019-2021)