



KEMENTERIAN RISET, TEKNOLOGI DAN PENDIDIKAN TINGGI
UNIVERSITAS NEGERI GORONTALO
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Konsumen

Telah dipertahankan dihadapan sidang dewan penguji skripsi pada :

Hari : Kamis

Tanggal : 03 November 2016

Waktu : 10.00 wita


Oleh

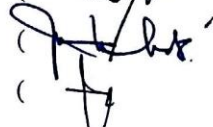
Nama : Novita Andriyani

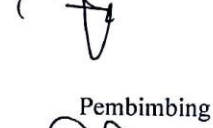
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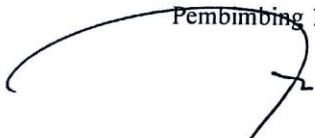
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ABSTRACT

CV Render Tech Production is one of service companies that accept many products to order everyday. This product ordering is processed manually therefore the report making will take time and it will be less efficient. this research aims at developing customer service information system. This applies FAST (Framework for the Applications of System Technique) method which related to analysis and design of system. The research result is website based information system that can handle direct product ordering process in website and report making process automatically based on transaction process. This information system also has short message gateway which facilitate the customers in finding out the information about the ordered product.

Keywords: FAST (Framework for the Application of System Technique), customer service, information system

