

**IMPLEMENTATION OF A MOBILE-BASED SERVICE SYSTEM FOR  
CUSTOMER SUPPORT AND COMPLAINTS ON SKINCARE  
PRODUCTS  
(CASE STUDY AT MITRA JUSTMINE BEAUTY ULFA, BOGOR)**

**SEPTIA RIZKA HIDAYAH**

*Informatics Study Program, Faculty of Science & Technology  
University of Technology Yogyakarta  
Jl. Ringroad Utara Jombor Sleman Yogyakarta  
E-mail : [septiarizka11@gmail.com](mailto:septiarizka11@gmail.com)*

**ABSTRACT**

*Justmine Beauty is a series of daily skin care that takes the best benefits from nature and then specially formulated and dermatologically tested which has halal and BPOM certification so it is suitable for tropical skin, an important key in maintaining healthy skin. Generally, customers carry out consultations only using WhatsApp or other social media, where later many of these consultation histories are also lost because they are not saved. Customer complaints about this brand mostly contain complaints about damage to the product. The author's aim in making this research report is to implement a customer support and complaint service system for Justmine Beauty products. Based on the results of the application that has been built, researchers are able to display consultation and complaint services so that users can consult and make mobile-based complaints.*

*Keywords: Support Services, Customer Complaints, Justmine Beauty, Mobile, Health*