

UTILIZATION OF DIGITAL APPLICATIONS FOR MUSICAL INSTRUMENT SERVICING

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ABSTRACT

Musical instrument repair services require an effective customer recording system to ensure the service process is structured and accurate. However, manual recording often leads to data management challenges, information dissemination delays, and the risk of losing essential records. Therefore, this final project explores the implementation of digital applications for customer recording in musical instrument repair services. This application includes several key features, such as tracking repair status, providing real-time notifications, and utilizing QR codes to facilitate item identification. Firebase serves as a centralized database for storing customer information, allowing easier and more secure access to data. With this application, service owners can manage customer information more efficiently. In contrast, customers can monitor the progress of their musical instrument repairs without needing to visit the service location in person. Adopting this digital application is expected to enhance the organization of customer records and deliver a more practical and transparent service experience for users.

Keywords: *Digital applications, Firebase, QR codes, repair services, and customer recording*

