

DEVELOPING A WIFI COMPLAINT AND BILLING SERVICE APPLICATION FOR BSI.Net

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ABSTRACT

In today's digital era, stable and affordable internet access has become a fundamental necessity. However, managing internet services, particularly customer complaints and billing processes, remains a significant challenge for providers like BSI.Net. The manual systems currently in use hinder service efficiency and responsiveness. This study aims to design and develop an integrated application that automates complaint handling and WiFi billing processes through a secure payment gateway integration. The application is built using JavaScript with Node.js as the runtime environment and Laravel as the backend framework, while React Native is employed for mobile app development. Core features include network complaint reporting, online bill payment, and real-time tracking of complaint and billing statuses. On the administrative side, the system enables centralized management of customer data, payment monitoring, and complaint resolution. This solution not only streamlines service operations but also enhances the overall customer experience by offering a responsive and modern digital platform.

Keywords: *Web Application, Customer Complaints, Billing System, Payment Gateway.*