

# Panduan Aplikasi TiBS



**Prepared by Dept. Service Operation Telkom Group & Enterprise  
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## PANDUAN PENGGUANAAN APLIKASI TiBS

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- ☐ Pengertian
- ☐ Aplikasi



## *Pengertian*

Tibs Operation Support merupakan aplikasi untuk pengecekan informasi data cust berdasarkan SID/CID, order dan account number dari layanan non pots.

**TiBS**


*Aplikasi*

## PANDUAN PENCARIAN DATA CUSTOMER

Pencarian data berdasarkan Account  
Number, Order, dan CID.

<http://tos.telkom.co.id/>

Silahkan inputkan user dan password,  
lalu pilih **Submit**.

**TiBS Operational Support**


**LOGIN**
**INFORMASI PELANGGAN**

**Masukkan User/Password**

User	<input type="text" value="guest"/>
Password	<input type="password" value="....."/>
Terminal	<input type="text" value="10.194.59.16"/>
<input type="button" value="Submit"/>	

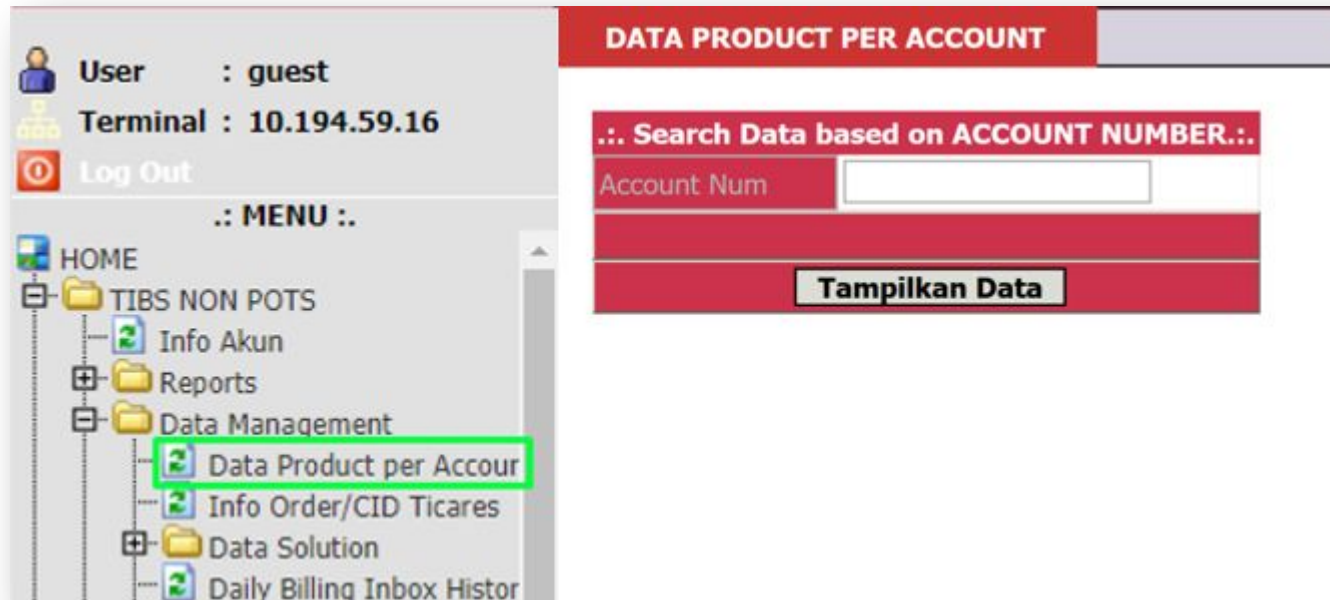
Silahkan inputkan user dan password,  
lalu pilih **Submit**.

<http://tos.telkom.co.id/>

Berikut tampilan awal aplikasi TiBS

The screenshot displays the TiBS Operational Support web application. The interface features a red header bar with the title "TiBS Operational Support" and the Telkom Indonesia logo on the right. Below the header, a navigation bar contains two buttons: "HOME" and "UBAH PASSWORD". On the left side, a sidebar menu is visible, showing the user's login information: "User : guest" and "Terminal : 10.194.59.16", along with a "Log Out" button. The menu is titled ": MENU :" and lists various options under the "HOME" category, including "TIBS NON POTS", "Info Akun", "Reports", "Data Management", "Data Product per Accour", "Info Order/CID Ticares", "Data Solution", "Daily Billing Inbox Histor", "Assignment PIC", "OGP Team", "OGP Management", "Dashboard CBC", "Billing Performance", "CFU ENTERPRISE - Non", "CFU ENTERPRISE - Pots", "Daily Billing Inbox", "Info Status Billing", "Laporan Billing Process", "EDR & ASSET", and "Validasi Pre Billing".

<http://tos.telkom.co.id/>



Pilih TIBS NON POTS, Data Management, lalu pilih Data Product per Account.

<http://tos.telkom.co.id/>

## DATA PRODUCT PER ACCOUNT

.. Search Data based on ACCOUNT NUMBER..

Account Num

Tampilkan Data

.. DATA PRODUCT ACCOUNT..

CUSTOMER	ACCOUNT NUM	ACCOUNT NAME	PRODUCT	NO ORDER	ITEM	PRD SEQ	PARENT PRD SEQ	START	END	CID	CIR NAME	SPEED	CONTRACT	INSTALASI	ABONEMEN
2000060	4844765	PT TIRTA ALAM SEGAR	Telkom ASTINET	8000843820	0000000010	37		01/07/2015		4700320-74877	Jl kalimantan blok B1-2 ganda mekar beka	2MBPS		2,500,000.00	15,860,000.00
2000060	4844765	PT TIRTA ALAM SEGAR	Discount Telkom ASTINET	8000843820	0000000010	38	37	01/07/2015		4700320-74877	Jl kalimantan blok B1-2 ganda mekar beka	2MBPS		-2,500,000.00	-11,360,000.00
2000060	4844765	PT TIRTA ALAM SEGAR	Adjustment Telkom ASTINET	8000843820	0000000010	39	37	01/07/2015	01/11/2015	4700320-74877	Jl kalimantan blok B1-2 ganda mekar beka	2MBPS		0.00	0.00
2000060	4844765	PT TIRTA ALAM SEGAR	TELKOM Metro	8001145395	0000000050	43		01/07/2015		470032064029	JL. KALIMANTAN KAV. BCIKARANG	2MBPS	0005096960	500,000.00	2,700,000.00
2000060	4844765	PT TIRTA ALAM SEGAR	Discount Telkom Metro	8001145395	0000000050	44	43	01/07/2015		470032064029	JL. KALIMANTAN KAV. BCIKARANG	2MBPS	0005096960	-500,000.00	2,600,000.00
2000060	4844765	PT TIRTA ALAM SEGAR	Adjustment TELKOM Metro	8000816348	0000000050	45	43	01/07/2015	01/11/2015	470032064029	JL. KALIMANTAN KAV. BCIKARANG	2MBPS	0005096960	0.00	0.00

.. Search Data based on ACCOUNT NUMBER..

Account Num

Tampilkan Data

Inputkan Account number (contoh 4844765) pada kolom lalu pilih Tampilkan Data. Maka akan tampil data dari pemilik Account Number tersebut



<http://tos.telkom.co.id/>

User : guest

Terminal : 10.194.59.16

Log Out

HOME

- TIBS NON POTS
  - Info Akun
  - Reports
  - Data Management
    - Data Product per Account
    - Info Order/CID Ticares**
    - Data Solution
    - Daily Billing Inbox Histor

**INFO ORDER**

**..: PRODUCT DATA INFORMATION..:**

Input Type	ORDER
Value	<div>ORDER</div> <div>CID</div>

Gunakan '|' jika lebih dari 1 no order/cid

**Tampilkan data order**

Pilih TIBS NON POTS, Data Management, lalu pilih Info Order/CID Ticares.

<http://tos.telkom.co.id/>

## INFO ORDER

### ..: PRODUCT DATA INFORMATION..:

Input Type:

Value:

Gunakan '|' jika lebih dari 1 no order/cid

**Tampilkan data order**

### ..: INFORMASI DATA BILLING..:

CUSTOMER	ACCOUNT NUM	ACCOUNT NAME	PRODUCT	NO ORDER	ITEM	LABEL	STATUS	INFO	BILLDATE	CID	START	END
2000060	4827794	PT Tirta Alam Segar	TELKOM Metro	8000816348	0000000050	470032064029	TX	TIRTA ALAM SEGAR ke 4844765 24-JUN-15	01/07/2015	470032064029	12/07/2011	01/07/2015
2000060	4827794	PT Tirta Alam Segar	Discount Telkom Metro	8000816348	0000000050	470032064029	TX	Parent Product Terminated	01/07/2015	470032064029	12/07/2011	01/07/2015
2000060	4827794	PT Tirta Alam Segar	Adjustment TELKOM Metro	8000816348	0000000050	470032064029	TX	Parent Product Terminated	01/07/2015	470032064029	12/07/2011	01/07/2015
2000060	4844765	PT TIRTA ALAM SEGAR	Adjustment TELKOM Metro	8000816348	0000000050	470032064029	TX	NDE No.C.Tel. 74/KU 000/FBC-C2010000/2015 on 2015-11-23 20:37:39	01/11/2015	470032064029	01/07/2015	01/11/2015
TOTAL												

### ..: PRODUCT DATA INFORMATION..:

Input Type:

Value:

Gunakan '|' jika lebih dari 1 no order/cid

**Tampilkan data order**

Masukan nomor Order pada kolom Value, lalu pilih Tampilkan data. Maka akan tampil data cust yang memiliki Order tersebut

<http://tos.telkom.co.id/>

## INFO ORDER

### ..: PRODUCT DATA INFORMATION..:

Input Type:

Value:

Gunakan '|' jika lebih dari 1 no order/cid

**Tampilkan data order**

### ..: INFORMASI DATA BILLING..:

CUSTOMER	ACCOUNT NUM	ACCOUNT NAME	PRODUCT	NO ORDER	ITEM	LABEL	STATUS	INFO	BILLDATE	CID	START	END
2000060	4827794	PT Tirta Alam Segar	TELKOM Metro	8000816348	0000000050	470032064029	TX	TIRTA ALAM SEGAR ke 4844765 24-JUN-15	01/07/2015	470032064029	12/07/2011	01/07/2015
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2000060	4827794	PT Tirta Alam Segar	Adjustment TELKOM Metro	8000816348	0000000050	470032064029	TX	Parent Product Terminated	01/07/2015	470032064029	12/07/2011	01/07/2015
2000060	4844765	PT TIRTA ALAM SEGAR	TELKOM Metro	8001145395	0000000050	470032064029	OK	ACTIVATING PRODUCT	01/07/2015	470032064029	01/07/2015	
2000060	4844765	PT TIRTA ALAM SEGAR	Discount Telkom Metro	8001145395	0000000050	470032064029	OK	ACTIVATING PRODUCT	01/07/2015	470032064029	01/07/2015	
2000060	4844765	PT TIRTA ALAM SEGAR	Adjustment TELKOM Metro	8000816348	0000000050	470032064029	TX	NDE No.C.Tel. 74/KU 000/FBC-C2010000/2015 on 2015-11-23 20:37:39	01/11/2015	470032064029	01/07/2015	01/11/2015
<b>TOTAL</b>												

### ..: PRODUCT DATA INFORMATION..:

Input Type:

Value:

Gunakan '|' jika lebih dari 1 no order/cid

**Tampilkan data order**

Masukan nomor CID pada kolom Value, lalu pilih Tampilkan data. Maka akan tampil data cust yang memiliki CID tersebut

THANK  
YOU