

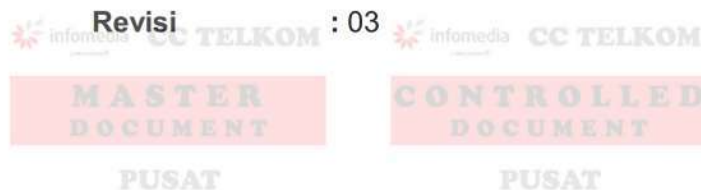
## Standar CC Telkom

### Konfigurasi Network Dan Konfigurasi Batasan Tanggung Jawab Layanan CC Telkom

**Tanggal Berlaku** : 09 Juni 2017

**Kode Dokumen** : IN.TEK.TELK.S-03

**Revisi** : 03



Dibuat oleh,	Diperiksa oleh,	Disetujui oleh,
	 	
Nama : Dhian Siswanto	Nama : Siska Susilowati	Nama : Suyanti
Jabatan : Mgr. Infomedia Operation Center	Jabatan : GM Operation Telkom	Jabatan : QMR
Tanggal : 31 Mei 2017	Tanggal : 07 Juni 2017	Tanggal : 07 Juni 2017

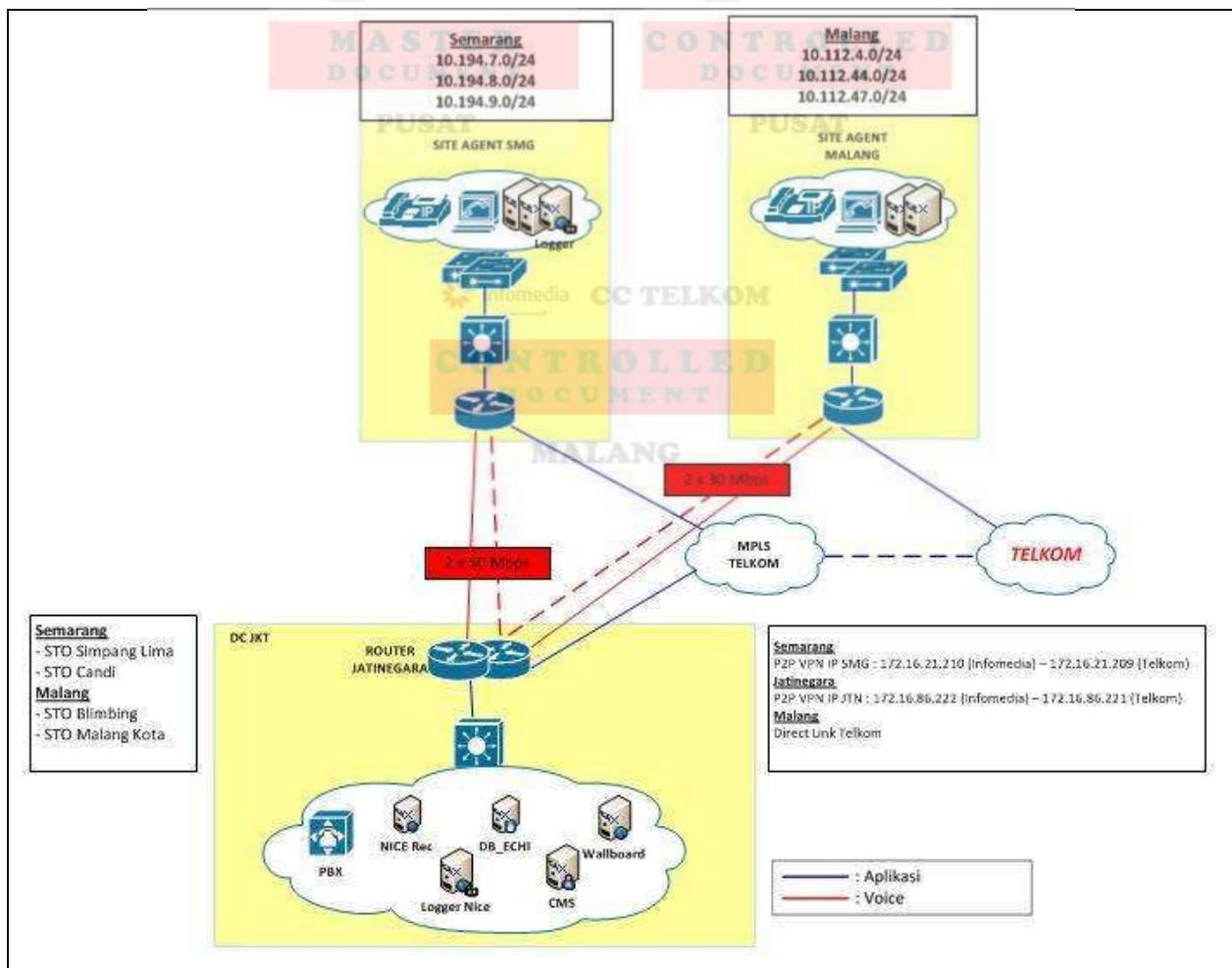
<b>Standard CC Telkom</b>  Konfigurasi Network Dan Konfigurasi Batasan Tanggung Jawab Layanan CC Telkom	Tanggal Berlaku : 09 Juni 2017
	Kode Dokumen : IN.TEK.TELK.S-03
	Revisi : 03

## Konfigurasi Network

Konfigurasi Network yang digunakan untuk mendukung Contact Center dengan melihat pada beberapa aspek, seperti :

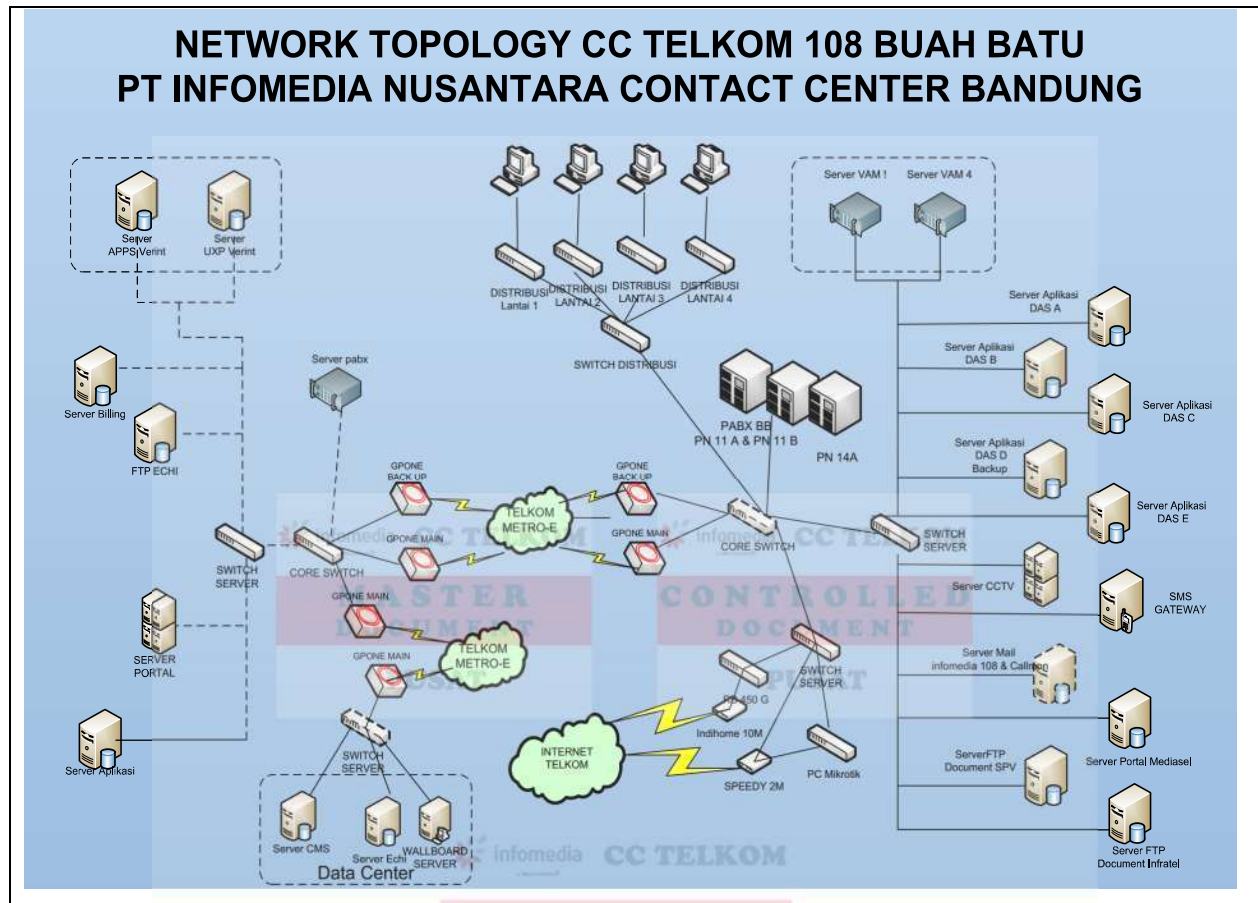
- 1) Area Geographis Telekomunikasi □ beban dari kapasitas Network vs End User.
- 2) Nilai Investasi vs Jumlah Call dibandingkan dengan biaya Network
- 3) Technology Requirement yang memungkinkan adanya Remote Contact Center □ secara physic di beberapa lokasi tetapi secara logical hanya satu Contact Center Sehingga dari ketiga aspek tersebut dapat digambarkan konfigurasi network yang digunakan sebagai berikut :

Topologi Network CC 147



<b>Standard CC Telkom</b>	Tanggal Berlaku : 09 Juni 2017
Konfigurasi Network Dan Konfigurasi Batasan Tanggung Jawab Layanan CC Telkom	Kode Dokumen : IN.TEK.TELK.S-03
	Revisi : 03

## Topologi Network CC 108



## Konfigurasi Network Dan Konfigurasi Batasan Tanggung Jawab Layanan CC Telkom

**TELKOM CARE**

**Data Center Jaringan:**

- APP: 10.194.21.1
- OLS: 10.194.21.22
- Engine 106/106: 10.194.21.119

**Switch Core:** 10.194.21.1

**100 Telkom Care:** 10.194.21.2

**Staff / AGENT FARM:**

- Vlan Datacenter: 10.194.21.0/24
- IP Add: 10.194.21.0/24
- Mask: 255.255.255.0
- Gate: 10.194.21.1

The diagram illustrates the Telkom Indonesia Call Center Architecture, organized into three main functional areas:

- CUSTOMER (Left):**
  - MULTIMEDIA INTERFACE:** A vertical stack of communication channels: E-Mail, Fax, Voice, SMS, Web, and Chat. Each channel is represented by an icon and the word "Queue".
- INFOMEDIA RESPONSIBILITY (Center):**
  - PBX/MCD System:** The central hub for incoming calls, connected to the Voice queue.
  - IVR Server:** Interactive Voice Response system, connected to the PBX/MCD System.
  - Recording Server:** Connected to the PBX/MCD System for call monitoring.
  - Agent:** Represented by a computer icon, connected to the PBX/MCD System.
  - Supervisor:** Represented by a computer icon, connected to the PBX/MCD System.
  - Well board:** A digital display at the bottom showing real-time statistics: "SPLIT: SALES: ABAND: 1" and "CALL: 0 OLDEST: 120".
- TELKOM RESPONSIBILITY (Right):**
  - Infomedia Host Computer:** The primary database and processing unit.
  - CTI Server:** Computer Telephony Integration server.
  - CMS Server:** Customer Management System server.
  - CRM Server:** Customer Relationship Management server.
  - WFM Mgt:** Workforce Management system.
  - Telkom Host Computer:** The main corporate host, connected to the Infomedia Host Computer.

**Connectivity:** A central vertical line labeled "Ethernet" connects all servers and systems within the Telkom Responsibility section. The Customer interface connects to the PBX/MCD System, which then routes calls through the various servers to the appropriate Agent or Supervisor.