DAFTAR SINGKATAN

DCS	Divisi *Consumer Service*
T3-*online*	Telkom *Trouble Ticket Online*
ACO	*Ant Colony Optimization*
AS	*Ant System*
SAW	*Simple Additive Weighting*
MADM	*Multi Attribute Decision Making*
KNN	*K-Nearest Neighbor*
TSP	*Travelling Salesman Problem*
FIFO	*First In First Out*
PO	*Product Owner*
C4	*Corporate Customer Care Center*
EOS	*Engineer On Site*
DIVA	Divisi Akses