

Ticketing Guidelines

Agent

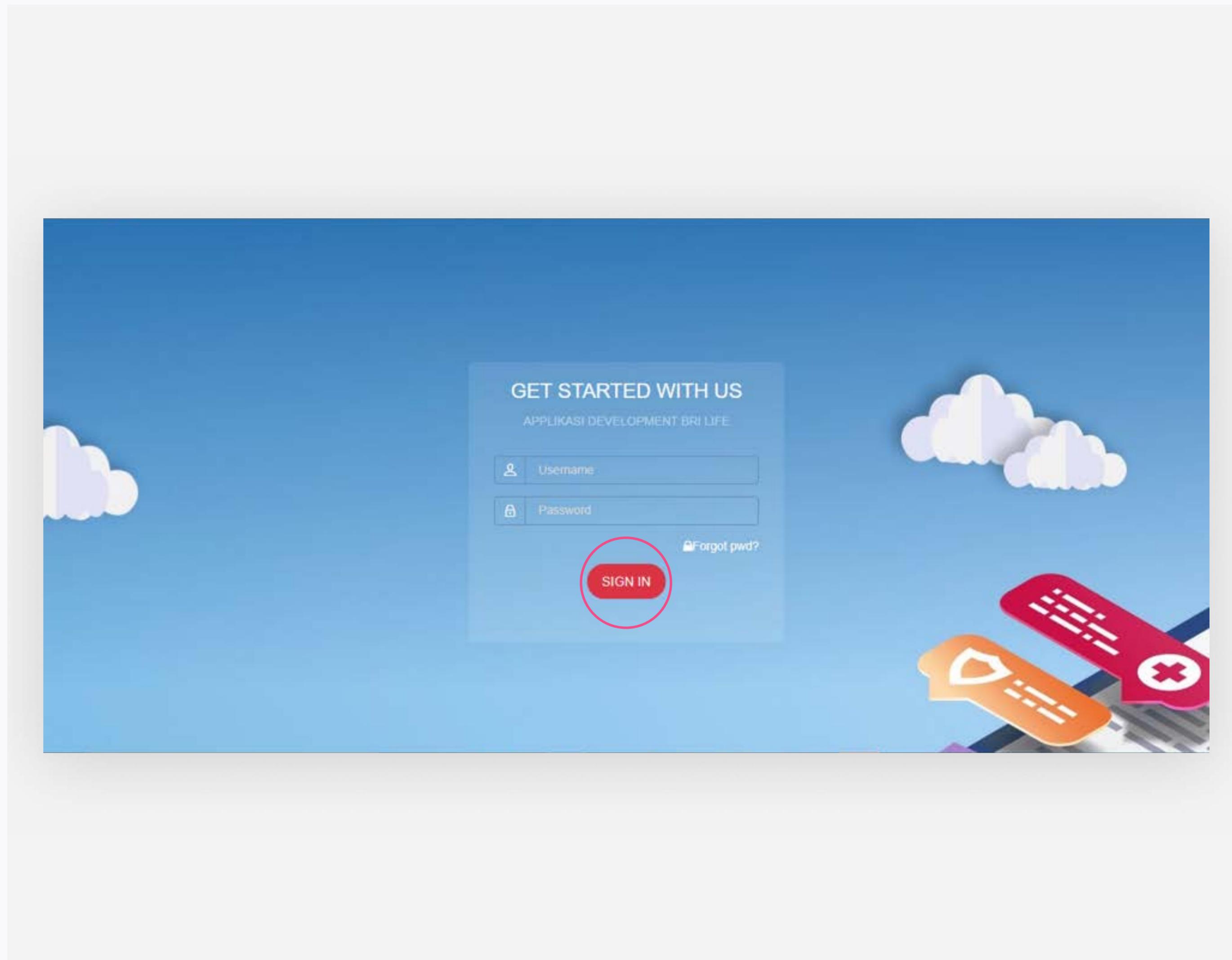
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Login

Masukan username dan password yang telah dibuatkan oleh Administrator.

Klik **SIGN IN** untuk masuk ke aplikasi.



Ticketing

Berikut adalah tampilan untuk membuat ticket.

Agent membuat ticket yang berisikan data dan informasi, baik itu *incident*, *request*, ataupun *inquiry*.

Agent memverifikasi data Customer melalui **NIK** atau **No Polis** yang terdaftar.

The screenshot displays a ticketing application interface with two main sections:

- Data Ticketing:** This section contains fields for customer identification (Nama Lengkap, Gender, NIK, Date of Birth, Phone Number, Email Address) and address verification (Address). It also includes a rich text editor for Customer Question and Agent Response, and a file attachment button.
- Detail Polis Number:** This section contains fields for reported information (Full Name Reported, E-mail Reported, Contact Number Reported, Contact Account Reported), transaction details (Date of Transaction, Agent Name, Product Type, Product Name), customer status (Customer Status, Customer Category, Polis Number, Ticket Channel), priority (Priority Scale, Enquiry Type, Enquiry Detail, Escalation Unit, Escalation Ticket), and agent response (Agent Response).

At the bottom, there are buttons for Cancel, Save, and a central orange button with a checkmark icon.

Ticketing

Saat agent **inbound** menerima panggilan masuk,

Pop up **form Search Customer API** akan muncul.

Verifikasi dilakukan menggunakan **NIK** atau **No Polis** Customer.

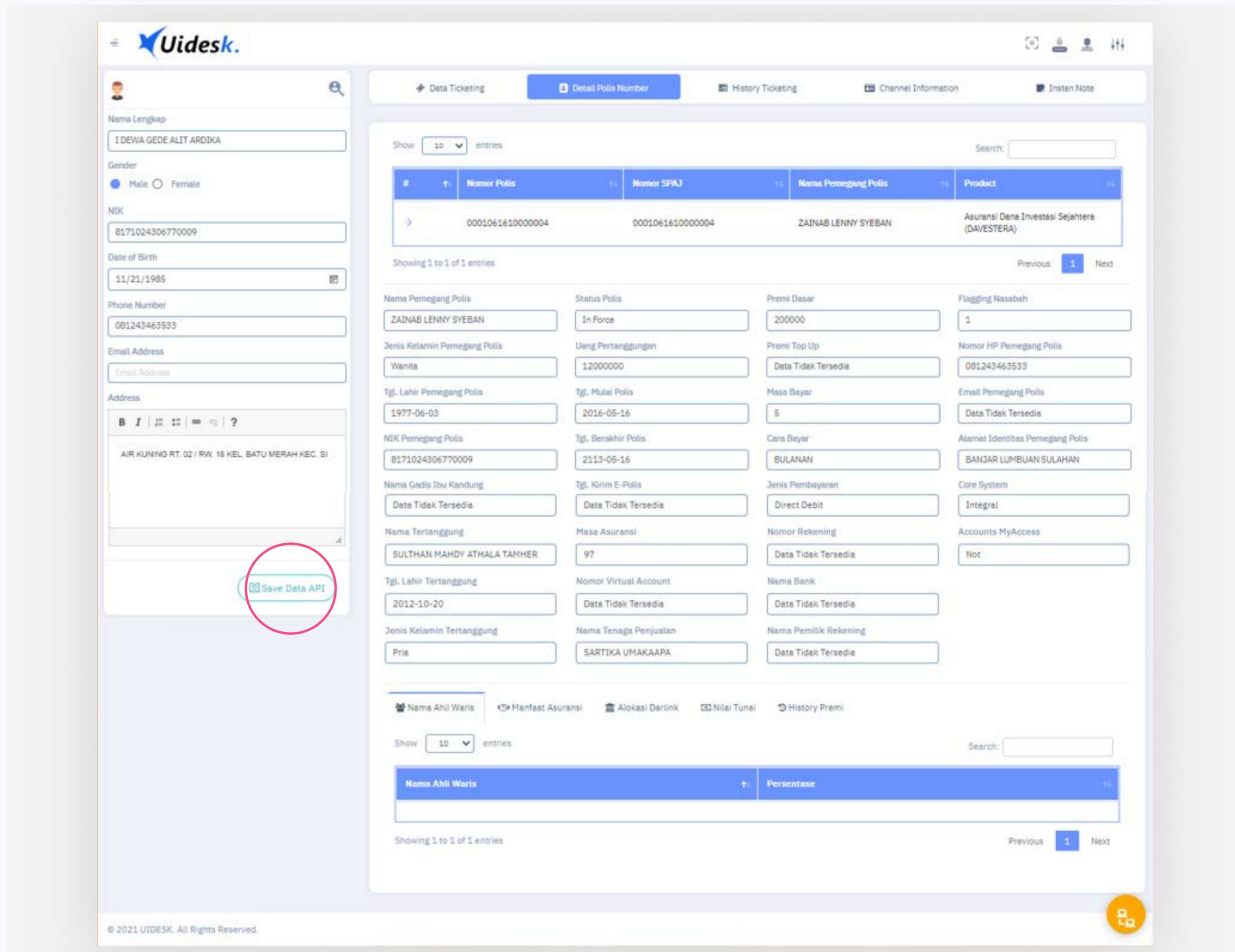
The screenshot shows the Uidesk ticketing system interface. A search modal titled "Form Searching Customer API" is open. On the left, there is a sidebar with fields for "Nama Lengkap", "Gender" (Male/Female), "NIK", "Date of Birth", "Phone Number", "Email Address", and "Address". The main area displays a table with columns: "#", "Nomor Polis", "Nomor SPAJ", and "Nama Pemegang Polis". A message "No data available in table" is shown. To the right of the table, there are several input fields grouped by category: "Nama Pemegang Polis", "Status Polis", "Premi Dasar"; "Jenis Kelamin Pemegang Polis", "Uang Pertanggungan", "Premi Top Up"; "Tgl. Lahir Pemegang Polis", "Tgl. Mulai Polis", "Masa Bayar"; "NIK Pemegang Polis", "Tgl. Berakhir Polis", "Cara Bayar"; "Nama Gedis Ibu Kandung", "Tgl. Kirim E-Polis", "Jenis Pembayaran"; "Nama Cetak (tujuan pembayar)", "Tgl. Akun E-Polis", "Nama Pemilik"; "Nama Tertanggung", "Masa Asuransi", "Nomor Rekening"; and "Alamat Tertanggung", "Nama Asuransi", "Nomor Rekening". At the bottom right of the modal are "Close" and "Submit" buttons.

Ticketing

Berikut adalah data detail Customer yang ditampilkan ketika Agent search Customer Profiling.

Ketika data sudah terverifikasi, agent dapat melanjutkan untuk membuat tiket.

Agent dapat menyimpan dan mengupdate data informasi Customer. **Save Data API** untuk simpan data. Sistem akan menyinkronkan data melalui aplikasi Uidesk.

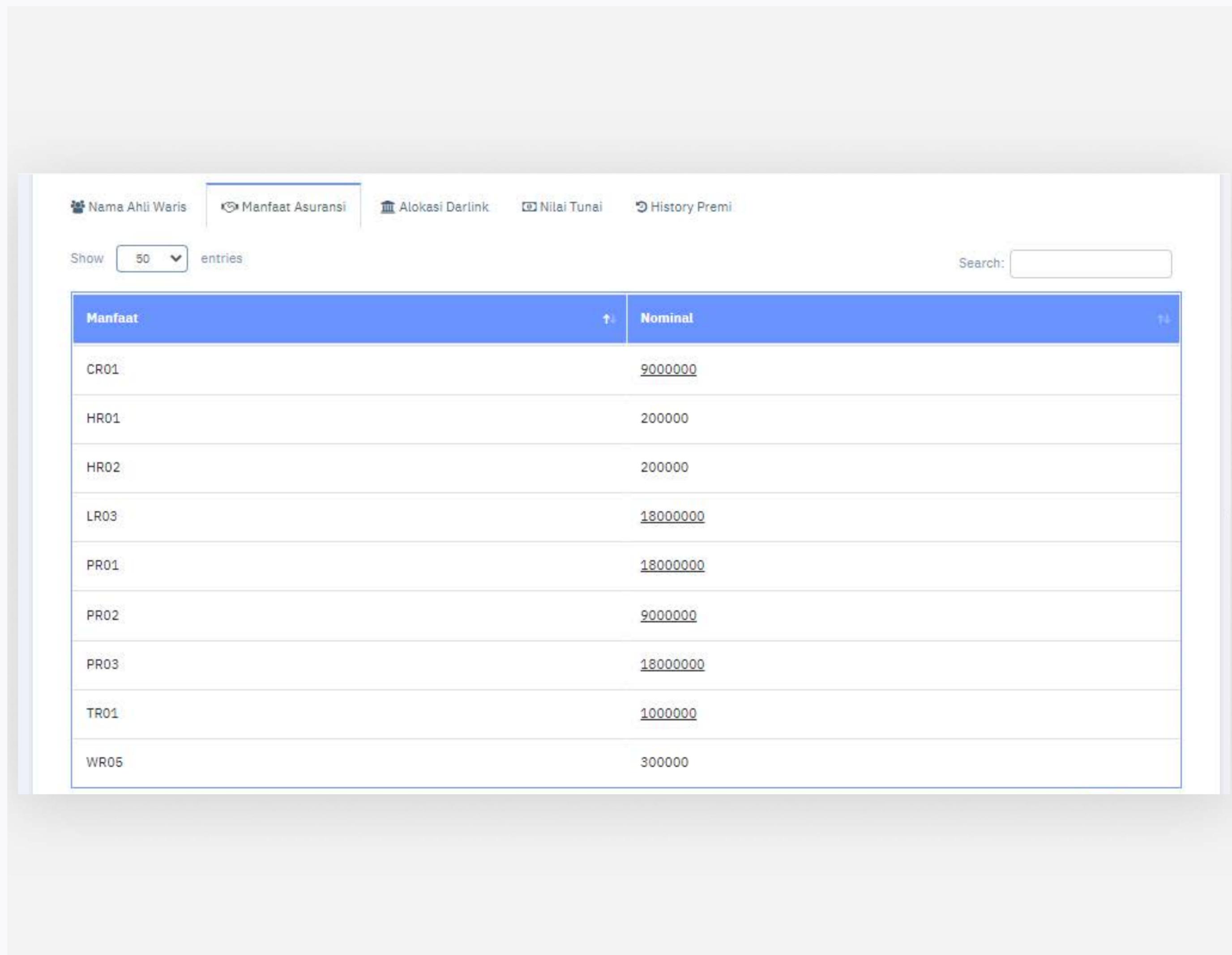


The screenshot displays the Uidesk ticketing system interface. On the left, a sidebar shows customer profile details: Name (IDEWA GEDE ALIT ARDIKA), Gender (Male), NIK (8171024306770009), Date of Birth (11/21/1985), Phone Number (081243463533), Email Address, and Address (AIR KUNING RT. 02 / RW. 18 KEL. BATU MERAH KEC. SI). A red circle highlights the "Save Data API" button at the bottom of this sidebar. On the right, a main panel titled "Data Ticketing" shows a table of policy numbers. The table includes columns for Nomor Polis, Nomor SPAJ, Nama Pemegang Polis, and Product. One row is visible: Nomor Polis 0001061610000004, Nomor SPAJ 0001061610000004, Nama Pemegang Polis ZAINAB LENNY SYEBAN, and Product Asuransi Dana Investasi Sejahtera (DAVESTERA). Below the table, there are two grids of policy-related information. The top grid includes fields like Status Polis (In Force), Premi Dasar (200000), and Flagging Nasabah (1). The bottom grid includes fields like Tgl. Berakhir Polis (2113-05-16), Cara Bayar (BULANAN), and Core System (BANDAR LUMBUAN SULAHAN). At the bottom of the main panel, there are tabs for "Nama Ahli Waris", "Manfaat Asuransi", "Alokasi Darlink", "Nilai Tunai", and "History Premi". A search bar and pagination controls are also present.

Ticketing

Agent juga dapat melihat informasi seperti data Nama Ahli Waris, Manfaat Asuransi.

Untuk mencari data spesifik pada konten, agent dapat mengetik keyword yang berhubungan dengan konten tersebut.



Manfaat	Nominal
CR01	<u>9000000</u>
HR01	200000
HR02	200000
LR03	<u>18000000</u>
PR01	<u>18000000</u>
PR02	<u>9000000</u>
PR03	<u>18000000</u>
TR01	<u>1000000</u>
WR05	300000

Ticketing

Berikut tampilan tab Alokasi Darlink, dengan informasi investasi serta saldo unit masing masing investasi.

The screenshot shows a table with the following data:

Alokasi Investasi/Darlink	Persentase Alokasi	Saldo Unit	Nilai NAB	Saldo Rupiah	Tgl. NAB
DARLINK AMAN	50	27.6757	<u>1238.9462</u>	<u>34288.70334734</u>	2021-12-30
DARLINK STABIL	50	24.6876	<u>1499.1626</u>	<u>37010.72660376</u>	2021-12-30

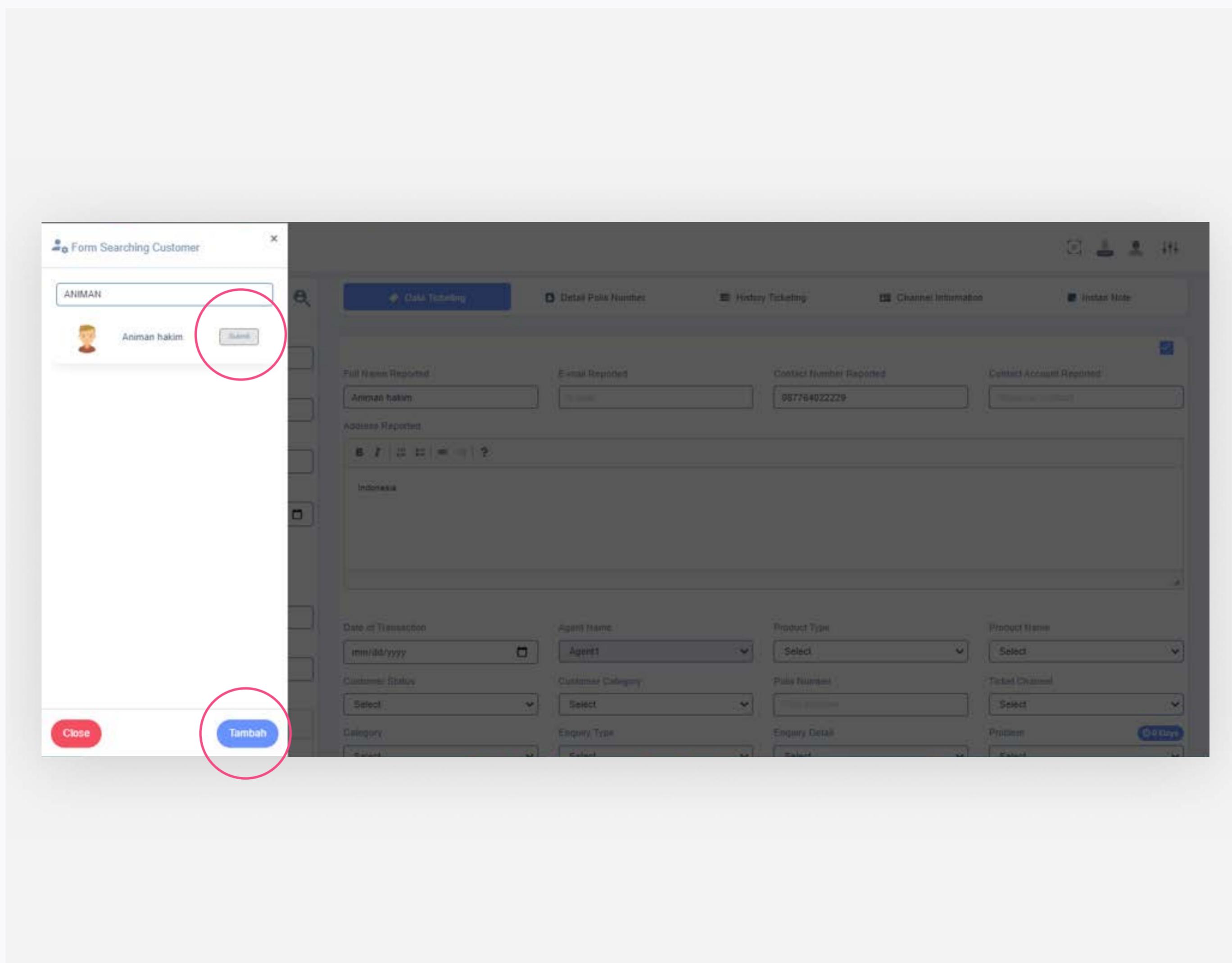
Ticketing

Di tab sebelah kiri, **Agent** dapat mencari nama **Customer** di database aplikasi.

Ketik nama Customer, klik **submit** untuk melanjutkan membuat tiket.

Bila nama customer tidak ditemukan pada database, Agent dapat menambahkan Customer dengan cara klik **Tambah**.

Pastikan data channel sudah terverifikasi.



Ticketing

Berikut adalah tampilan ketika kondisi dimana Customer belum terdaftar di database.

Agent memvalidasi kelengkapan data Customer agar dapat disimpan pada database.

Klik **Save** untuk menyimpan.

The screenshot shows a 'Form Add Customer' dialog box. On the left, there is a sidebar with fields for Full Name, Email Address, Phone Number, Date of Birth, Gender, NIK, and Address. The main pane contains fields for Email Address, Phone Number, Gender, Date of Birth, Pola Number, Facebook Account, Instagram Account, and Twitter Account. A red circle highlights the 'Save' button at the bottom right of the main pane.

Ticketing

Agent memastikan data Customer sesuai kelengkapannya.

Email reported yang valid, Customer akan menerima update status progress mengenai tiket yang dibuat.

Pilih berdasarkan tipe produk, nama produk, ataupun jenis keluhan yang Customer sampaikan.

Tab **Customer Question** menjadi detail yang Customer sampaikan.

Tab **Agent Response** menjadi detail yang Agent berikan baik solusi atau informasi .

Klik **Save** untuk simpan.

The screenshot displays a ticketing application interface with two main tabs: "Data Ticketing" (selected) and "Customer Question".

Customer Data Fields:

- Nama Lengkap (Full Name)
- Gender (Male/Female)
- NIK
- Date of Birth (mm/dd/yyyy)
- Phone Number
- Email Address
- Address

Ticket Creation Fields:

- Full Name Reported, E-mail Reported, Contact Number Reported, Contact Account Reported
- Address Reported (with rich text editor)
- Date of Transaction, Agent Name, Product Type, Product Name
- Customer Status, Customer Category, Polis Number, Ticket Channel
- Category, Enquiry Type, Enquiry Detail, Problem (set to 0 Days), Escalation Ticket
- Priority Scale, Ticket Status, Escalation Unit
- Customer Question (with rich text editor)
- Agent Response (with rich text editor)

Buttons at the bottom:

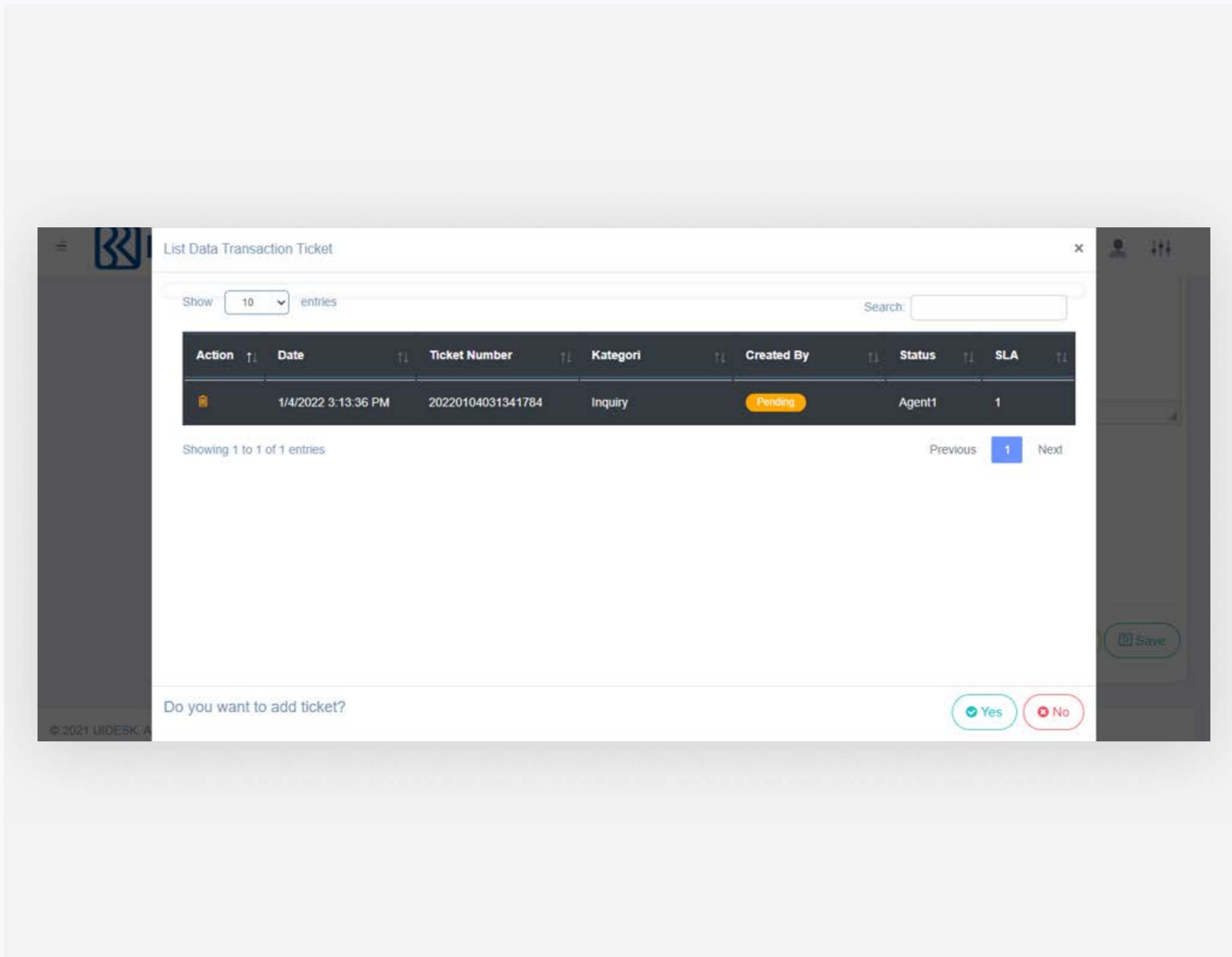
- Attachment
- Cancel
- Save

Ticketing

Berikut adalah contoh tiket yang sudah dibuat oleh Agent.

Terdapat pilihan untuk membuat tiket baru, dengan kondisi apabila Customer mempunyai Complain atau Request yang **berbeda**.

Klik **Yes** untuk membuat tiket baru, klik **No** untuk selesai.



Ticketing

Pada menu ticketing, terdapat tab **history ticketing** yang artinya Customer sudah pernah melakukan pengaduan ke agent.

Atau kondisi lain, saat ada pengaduan atau pertanyaan baru. Ternyata pelapor terdata sudah pernah melakukan laporan.

Agent dapat mengaitkan interaksi dengan tiket yang sudah pernah dibuat.

Klik button *right arrow* pada action,

The screenshot shows the BRIlife ticketing system interface. On the left, there is a form for creating a new ticket, with fields for Full Name (SRI HANDAYANI), Email Address (Enter email), Phone Number (085273560097), Date of Birth (10/03/1971), Gender (Female selected), Polis Number (0358061810030711), NIK (1810024390710002), and Address (with icons for location, phone, fax, email, and help). On the right, a table displays two previous tickets. The first ticket, with Ticket Number 20211227091045235, is a Request categorized as Closed by Sakinah Trias Puteri on 12/27/2021 at 9:10:41 AM. The second ticket, with Ticket Number 20220105031415969, is an Incident categorized as Open by Agent1 on 1/5/2022 at 3:14:10 PM. The 'History Ticketing' tab is highlighted in blue. A red circle highlights the 'Action' column for the first ticket, specifically the right arrow icon.

Ticket Number	Category	Status	User Create	Date Create	Action
20211227091045235	Request	Closed	Sakinah Trias Puteri	12/27/2021 9:10:41 AM	
20220105031415969	Incident	Open	Agent1	1/5/2022 3:14:10 PM	

Ticketing

Masukan alamat data customer berdasarkan chanel yang dipilih.

Misalkan agent memilih email, maka masukan email customer aaaa@gmail.com

Lalu pilih submit. Sehingga agent dapat membuat tiket baru pada form data tiket.

The screenshot shows a ticketing interface for BRIlife. On the left, there is a form for entering customer details. The fields include:

- Nama Lengkap: Ahmad Rifa'i
- Gender: Male
- NIK: 3321130505850002
- Date of Birth: 05/05/1985
- Phone Number: 085777553393
- Email Address: setifenege@gmail.com
- Address: Indonesia

On the right, a modal window titled "Input Channel Contact" is open. It contains a dropdown menu labeled "Select" which is currently expanded, showing options: "Select", "Email", "call", "Whatsapp", and "Outbound Call". At the bottom of the modal are two buttons: "Cancel" (red) and "Submit" (blue).

History Ticketing

Berikut adalah tampilan history ticketing secara global, Agent dapat memfilter berdasarkan tanggal. Untuk apa yang telah Agent kerjakan.

Berbeda dengan history ticket di tab menu tiket, yang mungkin pada satu Customer terdapat log keluhan atau pertanyaan.

Agent dapat melihat detail tiket dengan klik **icon action**.

Ticket Number	Name	Category	Agent	Posisi	SLA	Status	Date	Action
20220105031415969	SRI HANDAYANI	Incident	Agent1	Layer 2	2	Open	1/5/2023 14:10 PM	

Channel Information

Tidak jauh berbeda dengan history ticketing, agent dapat mengupdate informasi channel pengaduan customer seperti *whatsapp, facebook, instagram, email* ataupun no telp.

The screenshot shows a ticketing system interface with two main panels. On the left, there is a form for updating personal information:

- Nama Lengkap:** PUJA RAHMADANI SANDRA
- Gender:** Female (selected)
- NIK:** NIK
- Date of Birth:** 01/01/1900
- Phone Number:** 075420160
- Email Address:** Email Address
- Address:** jl samudra, surantih/suter, Kab Pesisir Selatan

On the right, there is a table titled "Channel Information" showing one entry:

Channel	Account	Status	User Create	Action
Phone	075420160	Aktif	Silvia Andriana Wibowo	...

At the top of the right panel, there are several tabs: Data Ticketing, Detail Polis Number, History Ticketing, Channel Information (which is selected and highlighted in blue), and Instan Note. A search bar and a red circle highlighting the "+" button for adding new entries are also visible.

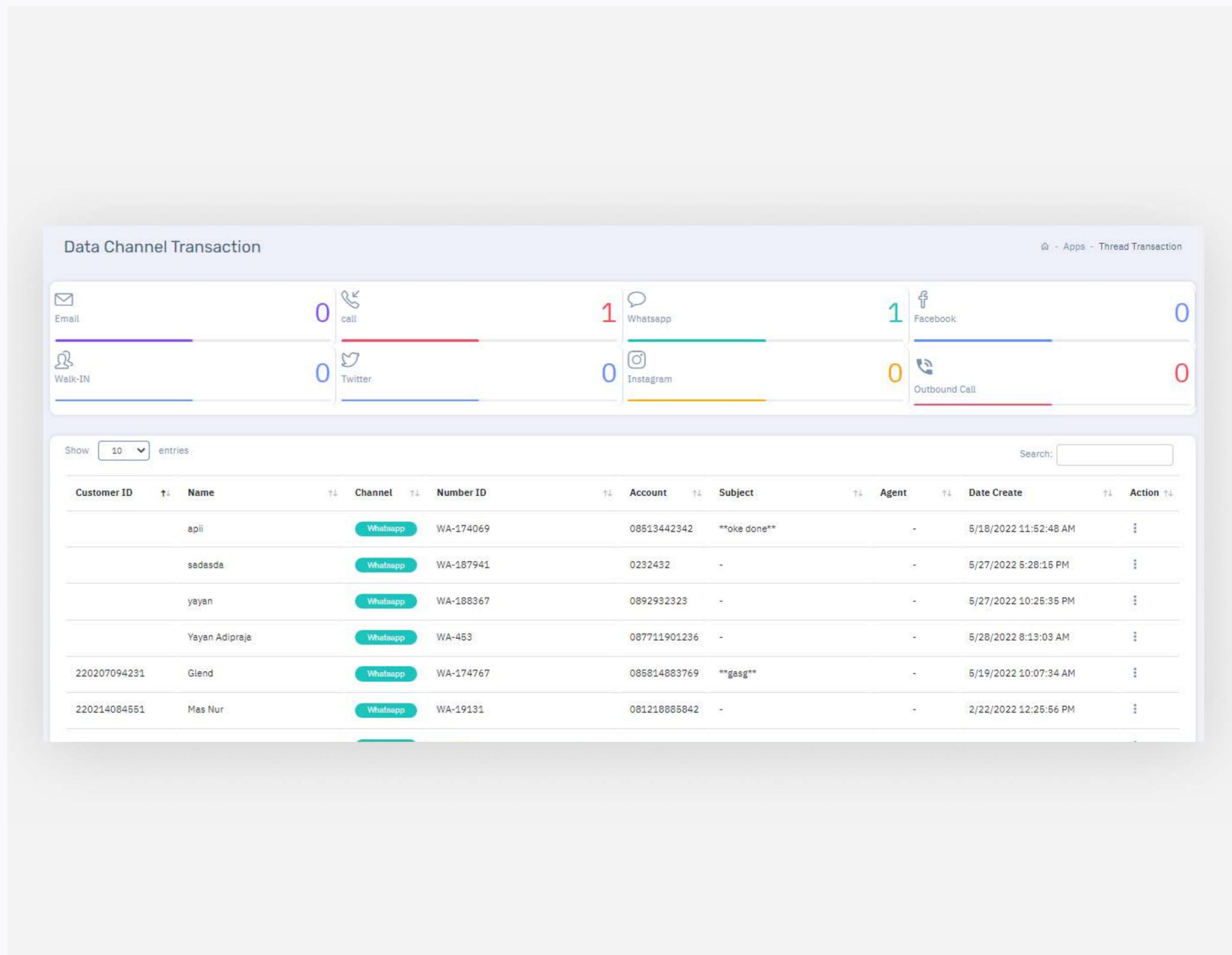
Thread Channel

Thread System adalah **penampung** data masuk secara global melalui sistem dari berbagai channel.

Thread berisikan data dari laporan Customer yang telah diolah melalui channel yang telah terdata.

Seperti whatsapp, email, call, dsb.

Untuk melanjutkan create Ticket. Klik action button lalu pilih **follow up**.



Thread Channel

Pada thread system, agent dapat melihat preview pesan dari channel masuk yang tersedia.

Seperti preview *whatsapp* atau *social media* lainnya.

The screenshot shows a ticketing system interface with two main sections: 'Data Channel Transaction' and a message list table.

Data Channel Transaction: This section displays the count of incoming messages for various channels. The counts are: Email (0), call (0), Whatsapp (1), Facebook (1), Walk-IN (0), Twitter (0), Instagram (0), and Outbound Call (0).

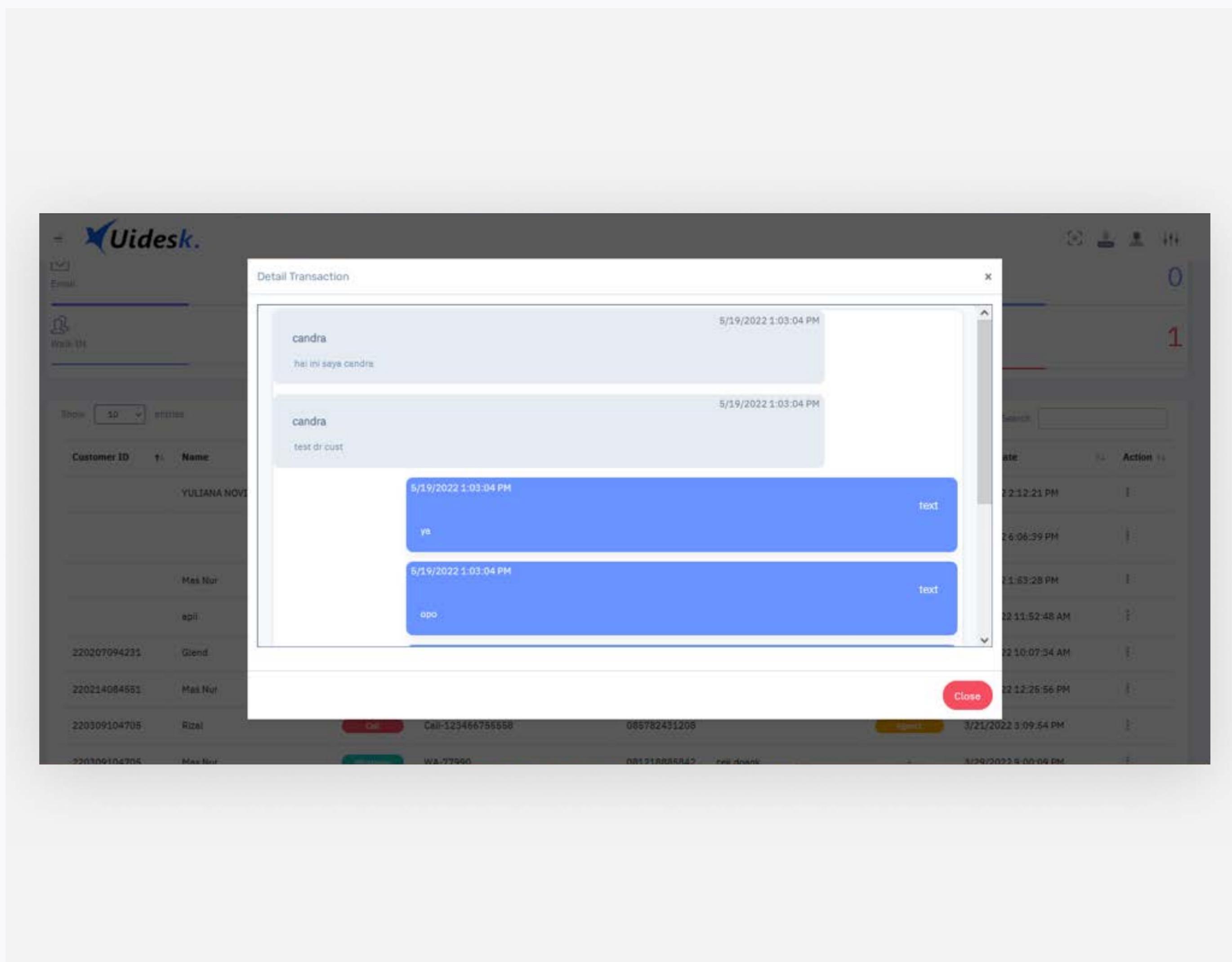
Customer ID	Name	Channel	Number ID	Account	Subject	Agent	Date Create	Action
	apli	Whatsapp	WA-174069	08513442342	**oke done**	-	5/18/2022 11:52:48 AM	⋮
	sadasda	Whatsapp	WA-187941	0232432	-	-	5/27/2022 5:28:15 PM	⋮
	yayan	Whatsapp	WA-188367	0892932323	-	-	5/27/2022 10:10:15 PM	⋮
	Yayan Adipraja	Whatsapp	WA-453	087711901236	-	-	5/28/2022 8:11:15 PM	⋮
220207094231	Glend	Whatsapp	WA-174767	085814883769	**gasg**	-	5/19/2022 10:07:34 AM	⋮
220214084551	Mas Nur	Whatsapp	WA-19131	081218885842	-	-	2/22/2022 12:25:56 PM	⋮

A red circle highlights the action menu for the third message (yayan) in the list, which includes options: ⚡ spam, ⌂ Preview WA, ⌂ Preview Sosmed, and ⚡ Follow Up.

Thread Channel

Berikut adalah tampilan preview Whatsapp, atau platform Social Media lainnya.

Agent dapat melihat history percakapan dengan Customer.



Taskboard

Taskboard adalah halaman yang berisi tiket yang telah dibuat agent tersebut.

Klik tab status tiket, pada row tiket klik action lalu **followup** untuk melihat detail tiket.

Tiket yang berada di taskboard, diselesaikan dan dimonitoring oleh agent tersebut.

The screenshot shows the BRIlife Taskboard interface. At the top, there are four colored boxes representing ticket counts by status: Open (0), Pending (1), Solved (0), and Closed (2). Below these are search and filter options. The main area displays a table of tickets with columns for Ticket Number, Name, Kategori, SLA, Note SLA, Position, Status, Date Create, and Action. A single ticket is listed:

Ticket Number	Name	Kategori	SLA	Note SLA	Position	Status	Date Create	Action
20220104031341784	SUHARSONO ADNAN	Inquiry	1	1 Days Later	Layer 1	Pending	1/4/2022 3:13:36 PM	

At the bottom, it says "Showing 1 to 1 of 1 entries". A red circle highlights the "More options" icon in the Action column of the ticket row.

Taskboard

Agent dapat melihat progress tiket tersebut, dengan status yg berbeda.

Isi dengan informasi yang valid, sehingga inquiry, incident juga request dapat memberikan data yang dapat disampaikan ke layer berikutnya.

The screenshot shows a ticketing system interface with the following sections:

- Personal Information:** Contains fields for Full Name (Glend), Email Address (glenddelonge@gmail.com), Phone Number (086146151532), Date of Birth (07/02/2022), Gender (Male selected), Polis Number (0), NIK (0015436165174764), and Address (Info liburan disekitar bogor).
- Ticket Details:** Shows ticket information such as Date of Transaction (2022-02-07), Agent Name (Lina Yunianti), Product Type (Inbranch), Customer Status (VIP), Customer Category (Corporations), Polis Number (0), Category (Inquiry), Enquiry Type (Produk), Enquiry Detail (All), Ticket Status (Open), Escalation Unit (Divisi Policy Owner Services), Priority Scale (High), and Last Agent Response (oke test sent back).
- Workflow:** A visual representation of the ticket's journey. It starts with a green circle (Initial) connected to a red rounded rectangle labeled "20220207042836745". This leads to a blue rounded rectangle labeled "Transaction", which then connects to a blue circle containing a user icon (Lina Yunianti). A message bubble from her says "oke test sent back".
- User Profile:** On the right, there is a circular profile picture of a man in a suit holding a phone, with the text "Divisi Policy Owner Services" below it.
- Buttons:** At the bottom are buttons for "Attachment" (with a file icon), "Submit" (green button), and "Yes" (dropdown menu).

Ticketing

Ketika agent ingin eskalasi ke layer berikutnya secara default, klik **Select Escalation** lalu **Yes** dan Submit

Jika agent ingin eskalasi ke divisi lain, klik icon **Pensil**. Pilih berdasarkan divisi yang menangani case tersebut.

Jika divisi sudah terpilih, klik **Submit**.

The screenshot shows a ticketing application interface with the following sections:

- Personal Information:** Contains fields for Full Name (Glend), Email Address (glenddelonge@gmail.com), Phone Number (086146151532), Date of Birth (07/02/2022), Gender (Male selected), Polis Number (0), NIK (0015436165174764), and Address (Info liburan disekitar bogor).
- Transaction Details:** Shows Date of Transaction (2022-02-07), Agent Name (Lina Yunianti), Product Type (Inbranch), Customer Status (VIP), Customer Category (Corporations), Polis Number (0), Enquiry Type (Produk), Enquiry Detail (All), Ticket Status (Open), Escalation Unit (Divisi Policy Owner Services), Priority Scale (High), and Last Agent Response (oke test sent back).
- Workflow:** A process flow diagram at the bottom shows a sequence starting with a green circle (Attachment), followed by a red rounded rectangle (20220207042836745), a blue circle (Email), and a blue rounded rectangle (Transaction). The Transaction step is connected to a user icon (Lina Yunianti) with the note "oke test sent back".
- User Profile:** On the right, there is a circular profile picture of a man in a suit holding a phone, labeled "Divisi Policy Owner Services".
- Action Buttons:** At the bottom right are buttons for "Attachment" (green), "20220207042836745" (red), "Email" (blue), "Transaction" (blue), "Submit" (green), and "Yes" (green).

Taskboard

Berikut adalah contoh tiket status **Pending**.

Data tiket tersebut acuan untuk mengetahui **informasi** yang disampaikan oleh Agent atau sebaliknya.

Last response adalah informasi terakhir dari agent yang menangani case atau request tsb.

Respon yang diberikan oleh pemegang ticket.

Sebagai contoh ticket berada di layer 2, layer 1 tidak bisa memberikan respon di tiket namun bisa memberikan informasi di **internal note**.

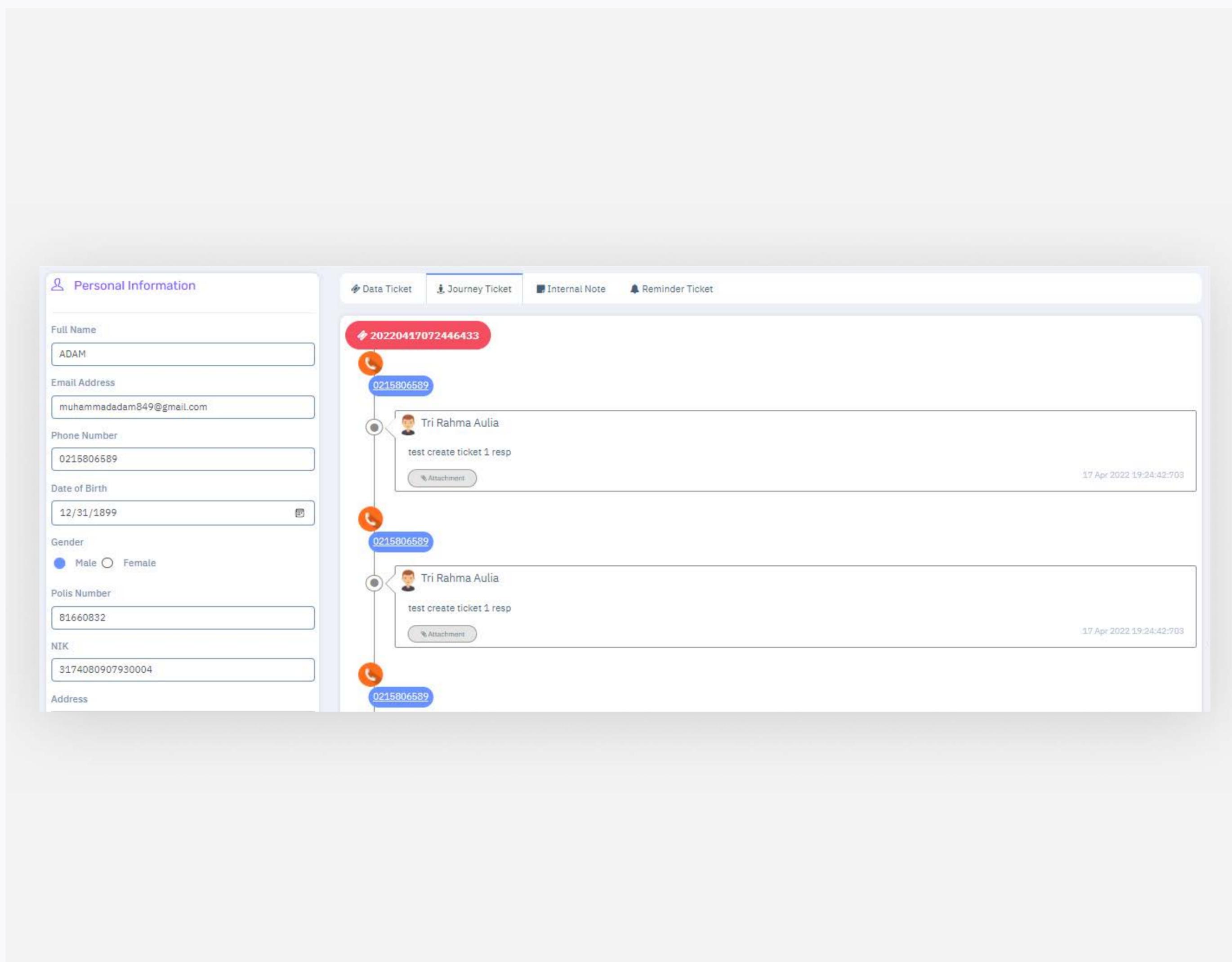
The screenshot shows the BRIlife Taskboard interface. On the left, there is a sidebar with icons for Home, Personal Information, Data Ticket, Journey Ticket, Internal Note, and Reminder Ticket. The main area has tabs for Personal Information, Data Ticket (selected), Journey Ticket, Internal Note, and Reminder Ticket. The Data Ticket tab displays ticket details:

Personal Information	Data Ticket	Journey Ticket	Internal Note	Reminder Ticket
Full Name SUHARSONO ADNAN	Date of Transaction 2022-01-04	Agent Name Agent1	Product Type Telemarketing & Mikro	Product Name AM Lenteraku
Email Address Email Address	Customer Status Non-VIP	Customer Category Retail	Polis Number 0	Ticket Channel call
Phone Number 02150836000	Category Inquiry	Enquiry Type Produk	Enquiry Detail All	Problem Informasi Produk
Date of Birth 01/01/1900	Ticket Status Pending	Escalation Unit Divisi Policy Owner Services	Priority Scale Low	SLA 0 1
Gender Male	Customer Complaints test aja dari customer	Agent Agent1	Last Agent Response test response agent	
Polis Number 020501886				
NIK				

Taskboard

Adapun agent dapat melihat journey ticket untuk melihat last interaction yang diberikan oleh agent lain.

Internal note, seperti journey ticket. Namun ketika ticket sudah berada pada layer atau agent lainnya, user dapat memberikan note pada tiket tersebut.



Detail Profile

Detail Profile, kita dapat melihat detail data Customer secara keseluruhan.

Email, No telp dan Alamat menjadi hal yang mandatory.

The screenshot shows the 'Detail Profile' section of the BRIlife system. At the top, there's a navigation bar with icons for user management and a search bar. Below it, a sidebar displays a list of customers, with one entry for 'SUHARSONO ADNAN' selected. The main content area contains fields for Name (filled with 'SUHARSONO ADNAN'), Email Address (empty), Phone Number (filled with '02150836000'), and Address (a large text area containing 'Indonesia'). There are also sections for Polis Number, NIK, Status, Phone Home, and Phone Office, each with their respective input fields. The overall interface is clean and modern, typical of a web-based application.

Channel Account

Tab **Channel Account** adalah saluran kontak Customer.

Customer mungkin mempunyai beberapa Nomor Telp, ataupun Email berbeda untuk berinteraksi dengan Agent.

Channel-channel tersebut adalah saluran pelaporan Keluhan ataupun Informasi.

The screenshot shows a software interface for managing customer accounts. At the top, there's a header with the BRIlife logo and navigation tabs: History Transaction, Detail Profile, and Channel Account. The Channel Account tab is currently selected. On the left, there's a sidebar with a user profile picture and the name 'suharsono'. Below this is a list entry for 'SUHARSONO ADNAN' with the ID '02150836000'. The main area contains a table titled 'Channel Account' with one entry. The table has columns for Channel, Account, Status, User Create, Date Create, and Action. The single entry shows 'Phone' as the channel, '02150836000' as the account, 'Aktif' as the status, '131950000014' as the user create ID, '12/24/2021 2:37:14 PM' as the date created, and a 'Details' button in the Action column. There are also 'Previous' and 'Next' buttons at the bottom of the table.

Channel	Account	Status	User Create	Date Create	Action
Phone	02150836000	Aktif	131950000014	12/24/2021 2:37:14 PM	Details

Outbound Call

Di menu **Taskboard Call**, ditugaskan untuk Agent **Outbound**.

Parameter status menunjukkan banyaknya data yang harus ditelpon agent per hari,

Berapa banyak yang **telah** dihubungi, berapa banyak yang **belum** dihubungi.

Dan juga berapa banyak yang telah **diselesaikan**.

Klik icon **Dial Up** pada kolom **action** untuk melihat detail data Outbound.

Klik icon **List** pada page kanan bawah untuk melihat detail call activity today dan reminder call.

The screenshot shows the BRIlife Taskboard Call interface. At the top, there are four summary counts: Today Data Calls (15), Today Called (0), Today Not Calls (0), and Today Finish Calls (15). Below this is a search bar and a table listing 10 entries. Each entry includes columns for ID, Name, Polis Number, Email, Phone Number, Product Campaign, Status, and Action. The 'Action' column contains icons: a blue circle with a white phone receiver (Dial Up) and a blue circle with a white document (List). The first row's 'Action' column has a red circle around the 'Dial Up' icon. On the far right of the table, there is a vertical scroll bar.

ID	Name	Polis Number	Email	Phone Number	Product Campaign	Status	Action
63900	ERWIN WINDU PERMADI	81863140	erwinwindupermadi13@gmail.com	021213481611	Welcome Call	Ready	
63920	OTIN	81884559	otinpamotan12@gmail.com	0813216549870	Welcome Call	Ready	
63940	NASRULLAH	81887589	nasrullahlok91@gmail.com	087340114929	Welcome Call	Ready	
63960	HERMAN	81889183	HERMAN31@GMAIL.COM	091933914999	Welcome Call	Ready	
63980	EDIYANSAH	81890805	ediyansah@gmail.com	0823568097667	Welcome Call	Ready	
	NURLIS						

Outbound Call

Follow Up Not Finish, data yang belum selesai pada hari sebelumnya.

Today Not Finish, data yang belum selesai pada hari ini.

Di panel kanan, data call activity terdapat list Customer yang telah dihubungi hari ini.

Data reminder call terdapat list Customer yang harus difollow up kembali.

The screenshot shows the BRIlife ticketing interface. At the top, there are three counts: 15 Today Data Calls, 1 Today Called, and 1 Today Not Calls. On the left, a sidebar displays 'Follow up Not Finish' and 'Today Not Finish' sections. The 'Today Not Finish' section shows two entries: 'Nama Pemegang Polis Untuk Test-12' and 'AHMAD FAIZAL'. On the right, a main panel titled 'Data Call Activity & Reminder' shows a table of call activity. The table has columns: id, name, polis_number, email, and phone_number. The data is as follows:

id	name	polis_number	email	phone_number
63900	ERWIN WINDU PERMADI	81863140	erwinwindupermadi13@gmail.com	021213481611
63920	OTIN	81884559	otinpamitan12@gmail.com	0813216549870
63940	NASRULLAH	81887589	nasrullahlok91@gmail.com	087340114929
63960	HERMAN	81889183	HERMAN31@GMAIL.COM	091933914999
63980	EDIYANSAH	81890805	ediyansah@gmail.com	0823568097667
	NURLIS			

Below the table, a sidebar for 'ERWIN WINDU PERMADI' shows contact information: 021213481611 and Answer Follow Up.

Outbound Call

Di menu transaksi, pastikan properties data Outbound Call terisi.

The screenshot shows the BRIlife application interface with the following data filled in:

Personal Information		Note Outbound	Note Reminder	History Outbound	History Ticketing
Nama Pemegang Polis ERWIN WINDU PERMADI		Uang Pertanggungan 15,000,000.00	Tanggal Pendebetan 15	Cara Bayar TAHUNAN	
Jenis Kelamin PemPol <input checked="" type="radio"/> Pria <input type="radio"/> Wanita		Premi Dasar Berkala 2,400,000.00	Premi Top Up Berkala 0	Nama Tenaga Penjualan FAUZIAH ISTIQOMAH	
Nomor Polis 81863140		Nomor Rekening 033701091792502	Virtual Account 878772100296270	Tgl. Kirim E-Polis 01/05/2022	
Product Asuransi Dana Investasi Sejahtera (DAVESTERA)		Tgl. Transaksi 01/07/2022	Biaya Akuisisi 1 1,920,000.00	Biaya Akuisisi 2 456,000.00	
Nama Tertanggung RENY FITRIYYAH		Biaya Akuisisi 3 0	Biaya Akuisisi 4 0	Biaya Akuisisi 5 0	
No. Handphone 021213481611					
Alamat Email erwinwindupermadi13@gmail.com					

At the bottom, there are buttons for 'Show 10 entries' and a search bar with a magnifying glass icon. The top right corner has icons for user profile, history, and other system functions.

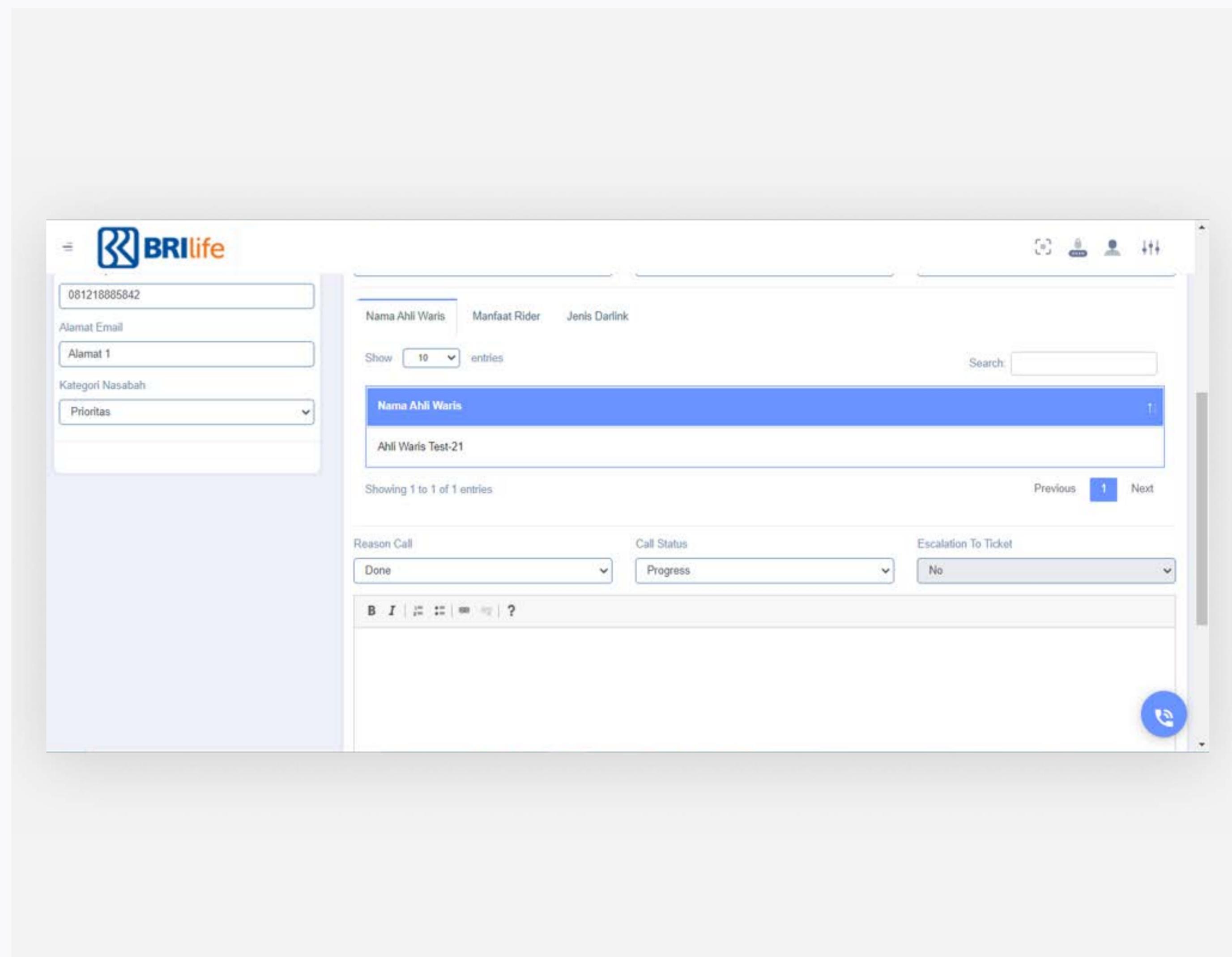
Outbound Call

Melanjutkan panggilan melalui aplikasi.

Agent memastikan parameter :

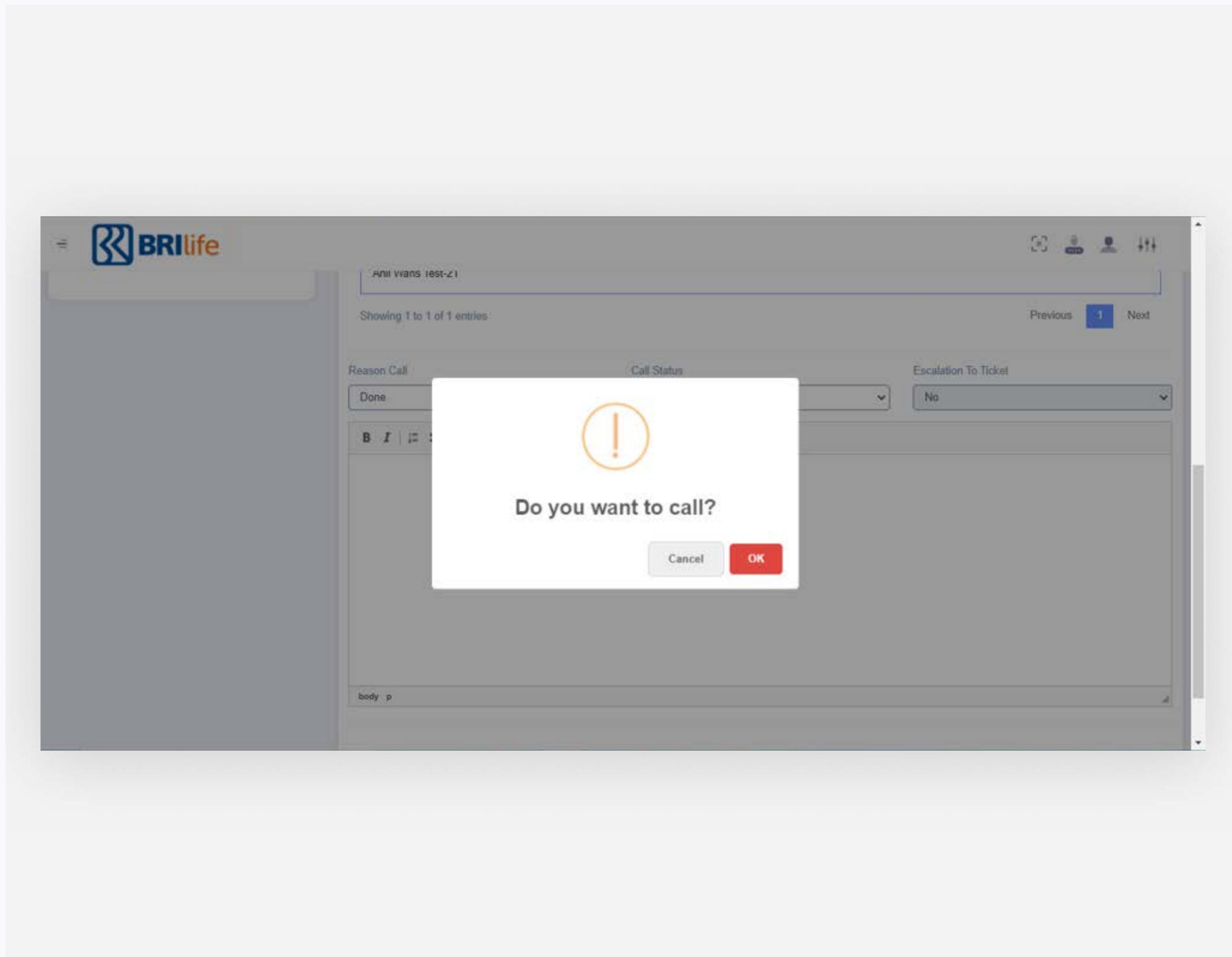
Reason Call, Status Call, Escalation to Ticket
dan deskripsi call note.

Aplikasi ini sudah terintegrasi dengan sistem EPIC, agent dapat menghubungi Customer dengan klik icon Dial Up.



Outbound Call

Apabila agent ingin melanjutkan panggilan Customer. Klik **OK**



Reason Call

Done : Berhasil dilakukan welcome call / outbound

Untuk data Done maka data tidak lagi menjadi list call.

No Answer : Telfon tidak direspon

Untuk data No Answer 3 kali tidak dapat ditelfon, tidak lagi menjadi list call.

Busy : Berhasil direspon, akan ditelfon lain waktu

Untuk data No Answer 3 kali tidak dapat ditelfon, tidak lagi menjadi list call.

Unregister : Nomor tidak terdaftar / tidak dapat tersambung.

Untuk data No Answer 3 kali tidak dapat ditelfon, tidak lagi menjadi list call.

Wrong Number : Nomor yang tertera pada sistem bukan nomor pemegang polis

Untuk data Wrong Number maka data tidak lagi menjadi list call.

Answer Follow Up : Diangkat namun minta dilakukan follow up kembali.

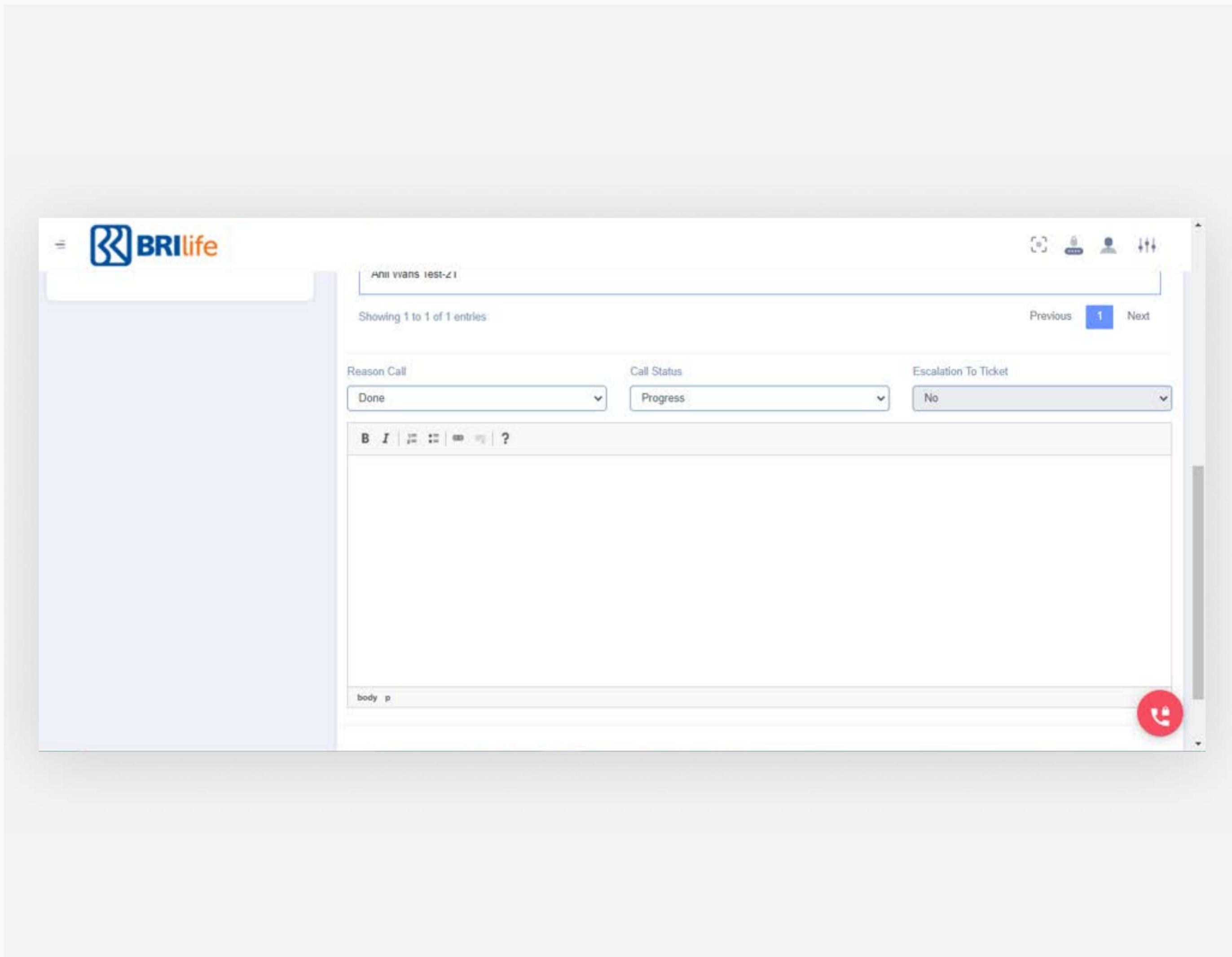
Data tidak hilang pada list outbound, hingga reason berpindah ke done.

Outbound Call

Saat tampilan seperti ini agent sedang melakukan panggilan. Ketika ingin mengakhiri percakapan, agent dapat mengklik button **Drop Call**.

Agent dapat membuat ticket dari data Outbound Welcome Call dengan memilih Status Closed

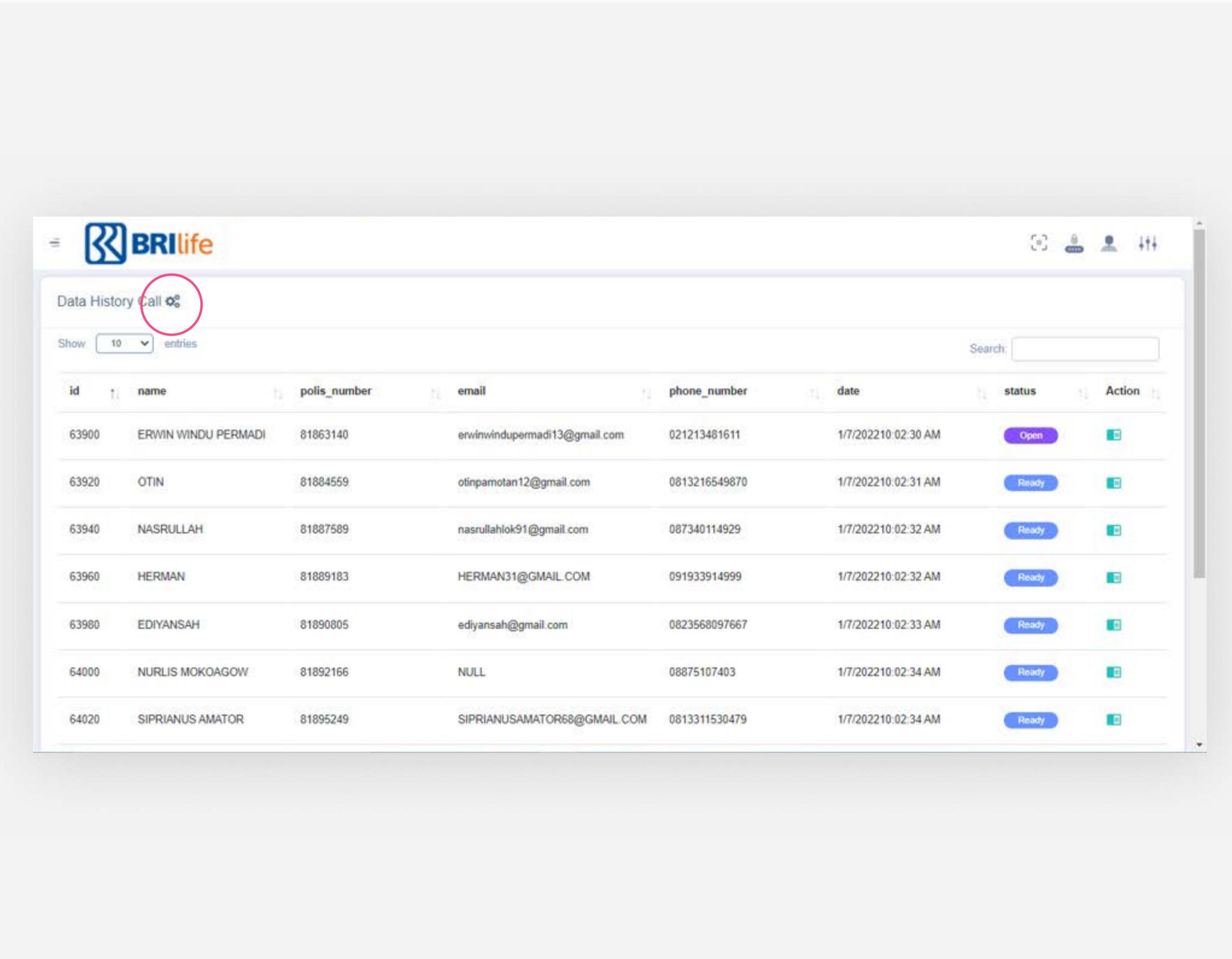
Escalation to Ticket Yes. Data Welcome Call akan tampil pada Halaman thread untuk dapat dijadikan Ticket.



History Call

History Call adalah log aktivitas panggilan yang agent hubungi. Data yang tampilan adalah data Customer.

History Call adalah log aktivitas panggilan yang agent hubungi. Data yang tampilan adalah data Customer.



Data History Call								
Show	10	entries	Search:					
ID	Name	Polis Number	Email	Phone Number	Date	Status	Action	
63900	ERWIN WINDU PERMADI	81863140	erwinwindupermadi13@gmail.com	021213481611	1/7/2022 10:02:30 AM	Open		
63920	OTIN	81884559	otinpamotan12@gmail.com	0813216549870	1/7/2022 10:02:31 AM	Ready		
63940	NASRULLAH	81887589	nasrullahlok91@gmail.com	087340114929	1/7/2022 10:02:32 AM	Ready		
63960	HERMAN	81889183	HERMAN31@GMAIL.COM	091933914999	1/7/2022 10:02:32 AM	Ready		
63980	EDIYANSAH	81890805	ediyansah@gmail.com	0823568097667	1/7/2022 10:02:33 AM	Ready		
64000	NURLIS MOKOAGOW	81892166	NULL	08875107403	1/7/2022 10:02:34 AM	Ready		
64020	SIPRIANUS AMATOR	81895249	SIPRIANUSAMATOR68@GMAIL.COM	0813311530479	1/7/2022 10:02:34 AM	Ready		

History Call

Ketika agent ingin follow up kembali Customer yang telah dihubungi, klik icon **Gear** pada data history call.

Di panel kanan, filter tanggal **maksimal 3 hari sebelumnya**.

Masukkan tanggal, **Polis Number** atau phone number yang spesifik unique id.

Lalu pilih Submit.

The screenshot shows a BRIlife ticketing interface. On the left, there's a table titled "Data History Call" with columns: id, name, polis_number, email, phone_number, and date. On the right, a modal window titled "Form Setting History Call" is displayed, containing input fields for "Start Date" (set to 01/05/2022) and "End Date" (set to 01/07/2022). Below these are fields for "Polis Number" and "Phone Number". At the bottom of the modal are "Cancel" and "Submit" buttons.

Email

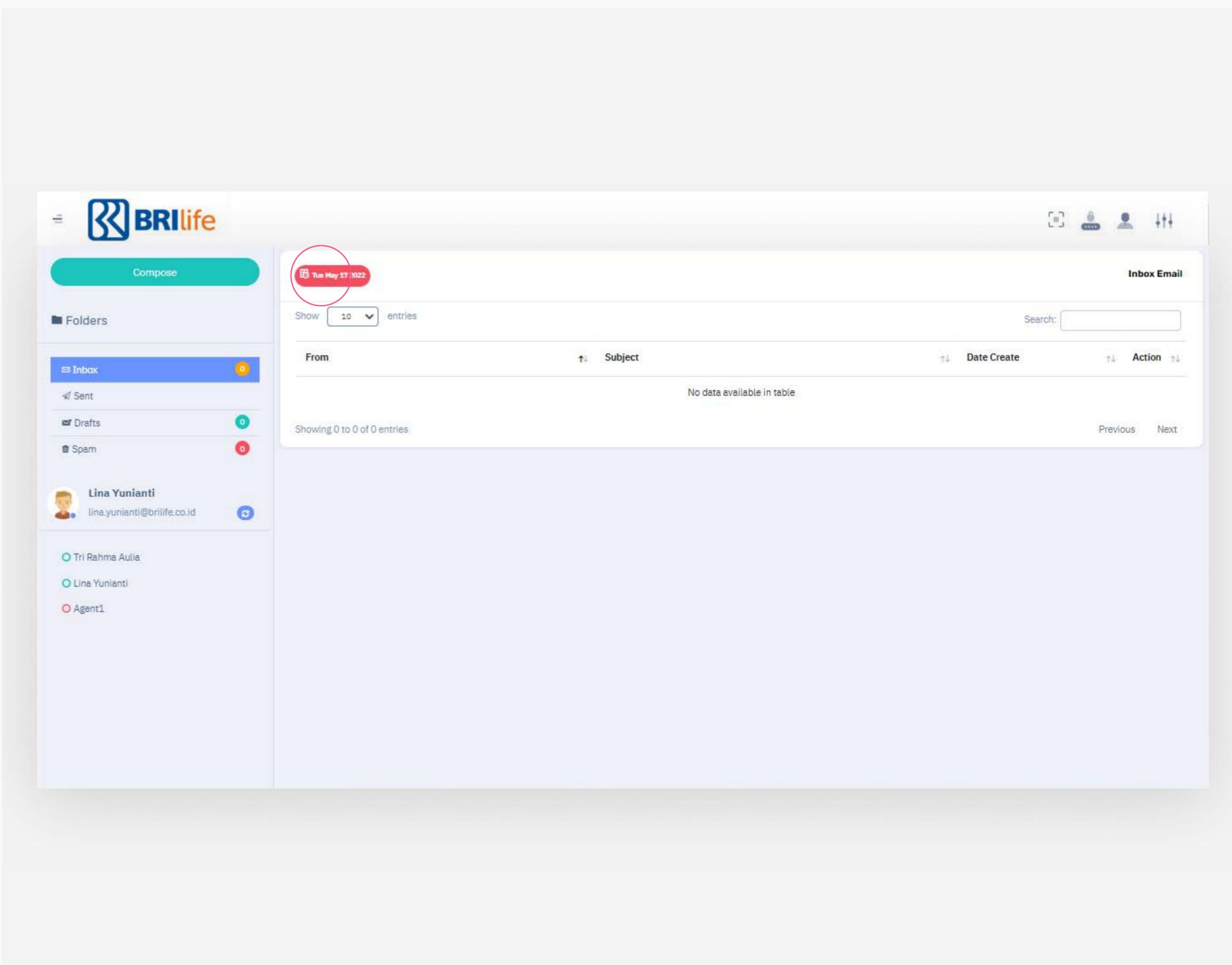
Saluran yang disediakan lainnya adalah Email. Agent dapat mengirim dan menerima pesan melalui email dalam satu aplikasi.

Pilih **Compose** untuk membuat email baru.

Inbox sebagai kotak masuk, **Sent** sebagai pesan yang statusnya sudah terkirim.

Drafts dan Spam mail sebagai property pendukung.

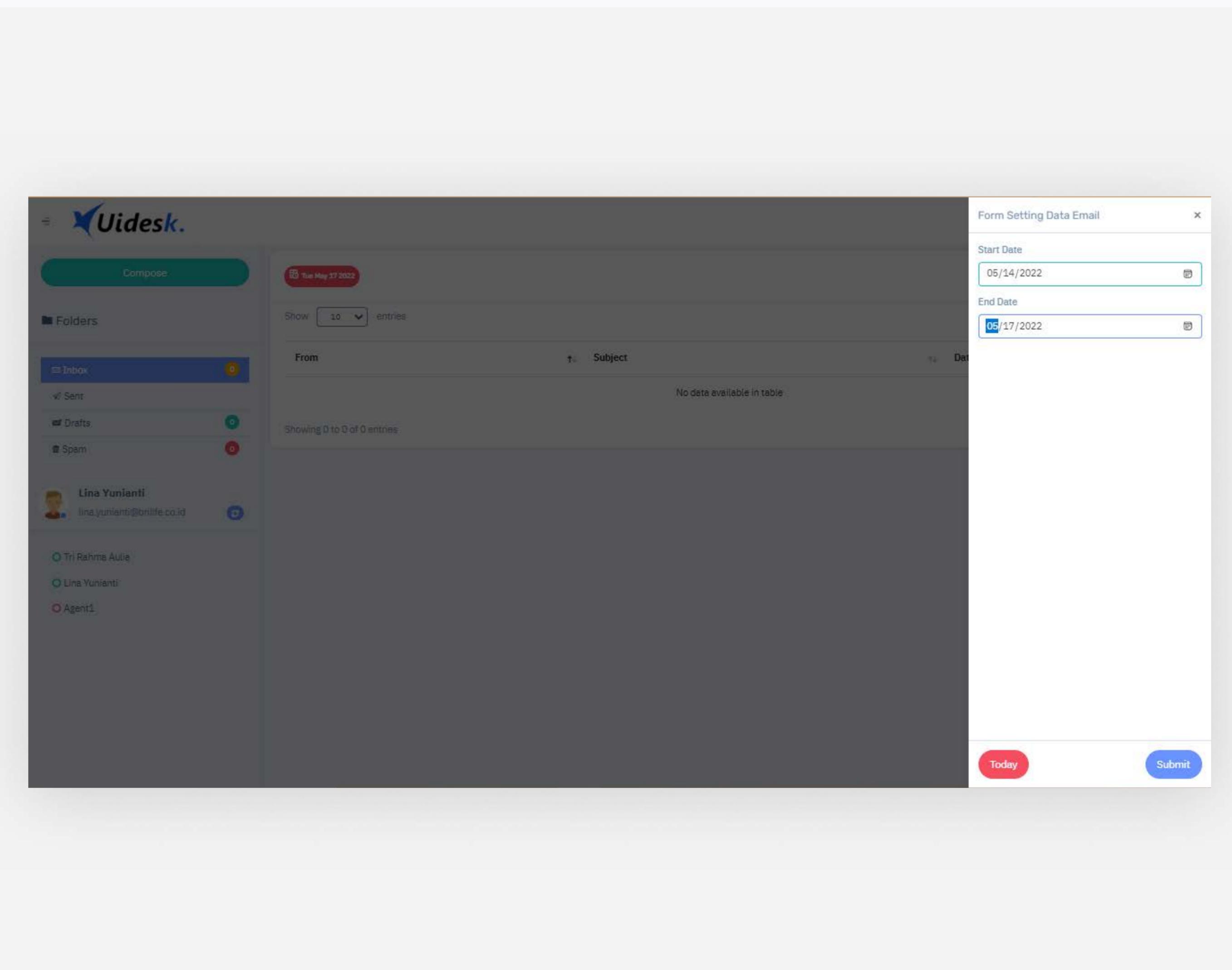
Pastikan email Agent sudah diatur sebelumnya oleh Administrator.



Email

Agent dapat menggunakan pencarian email di tanggal tertentu dengan filtering date.

Email yang dapat difilter tidak lebih 3 hari pada bulan apapun.



Email

Agent dapat melakukan aksi pada email seperti spam, reply, forward email maupun preview yang nantinya dapat dijadikan sebagai ticket.

The screenshot shows the Uidesk inbox interface. On the left, there's a sidebar with a 'Compose' button, a 'Folders' section containing 'Inbox' (selected), 'Sent', 'Drafts', and 'Spam', and a contact list with entries for 'Tri Rahma Aulia', 'Lina Yunianti', and 'Agent1'. The main area displays two emails from 'glenddelonge@gmail.com' with subjects 'monday 1' and 'monday 2'. A context menu is open over the second email, listing 'Spam', 'Reply', 'Forward', and 'Preview'. The top right corner of the interface has a 'Compose' button and other navigation icons.

From	Subject	Date Create
glenddelonge@gmail.com	monday 1	3/14/2022 1:14:47 PM
glenddelonge@gmail.com	monday 2	3/14/2022 1:33:43

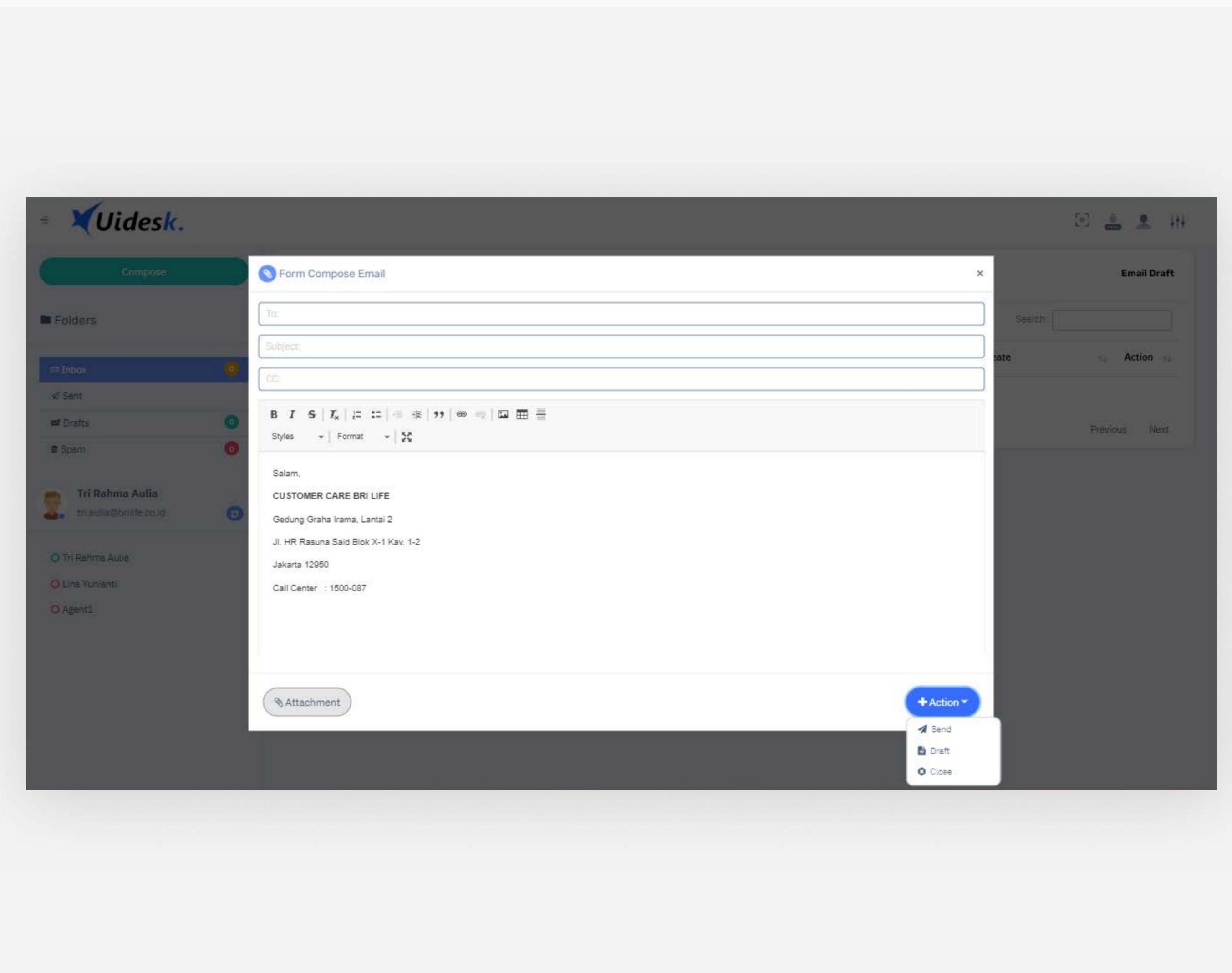
Email

Berikut tampilan membuat email baru.

To, tertuju kepada email penerima.

Subject, CC, description email dan attachment sebagai bahan referensi pendukung pastikan dilengkapi oleh Agent.

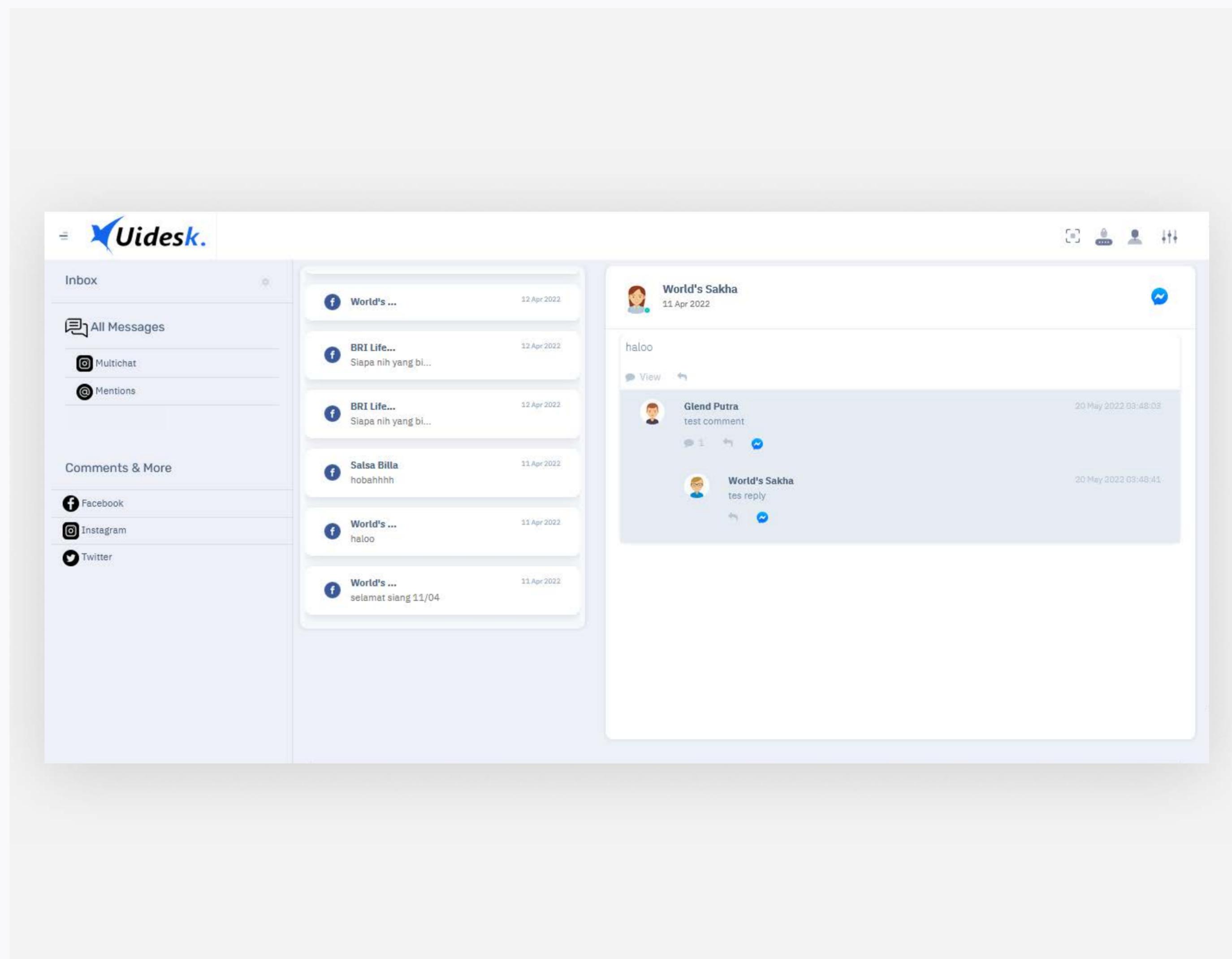
Klik Action lalu, **Send** untuk mengirim email.



Social Media

Untuk comments & more, saat customer memberikan komen pada postingan atau page Brilife.

Agent dapat membalas komen tersebut.
Agent mengarahkan customer untuk chat melalui DM, yang nantinya akan dijadikan tiket.



Social Media

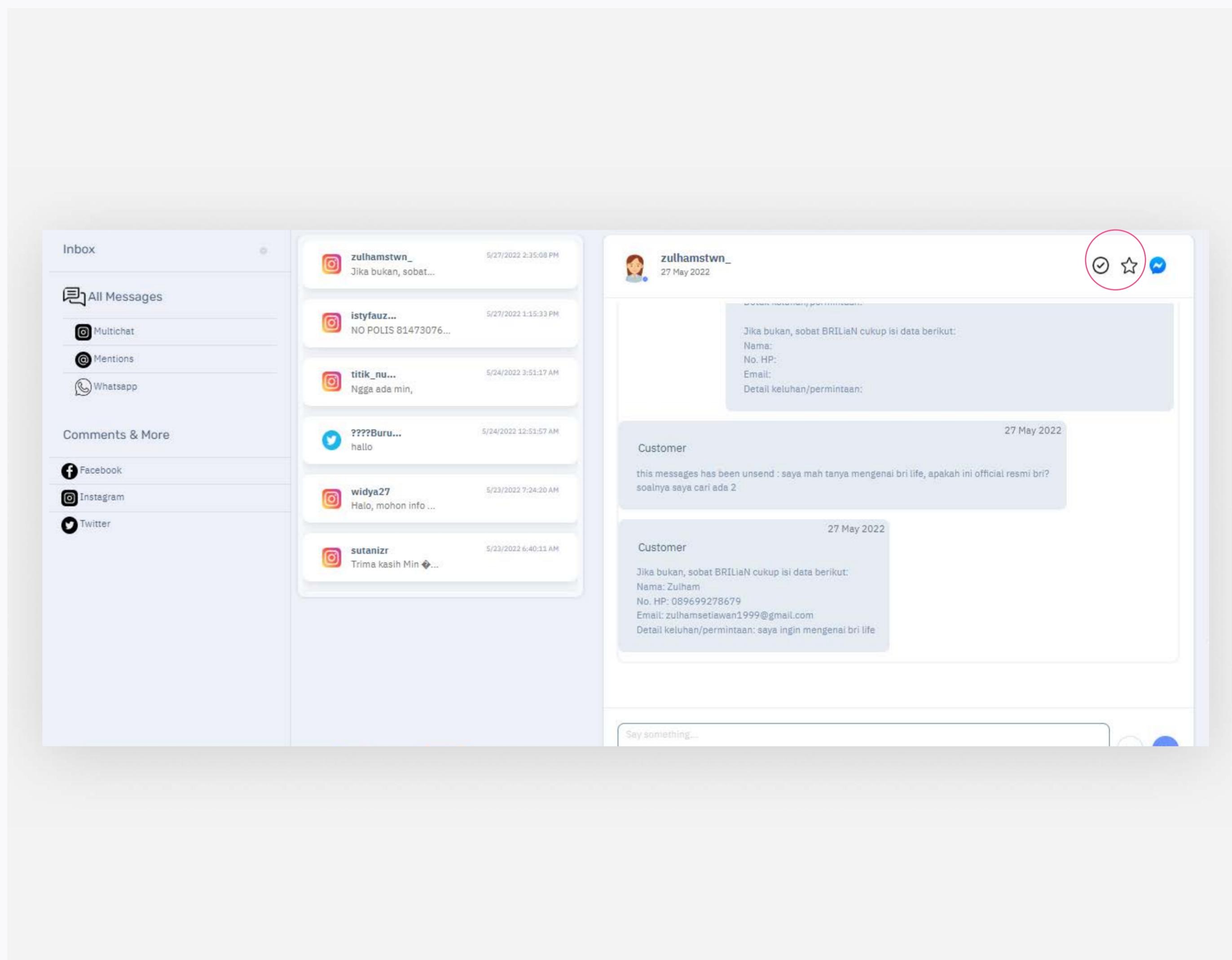
Multichat adalah sesi chat customer melalui platform facebook messenger, instagram dm, dan twitter dm.

Disini agent dapat merespon direct message, klik salah satu chat.

Pada tab sebelah kanan, tampil preview chat

Klik icon bintang, untuk melihat opsi lanjut.

Klik ceklist button untuk mengakhiri percakapan.

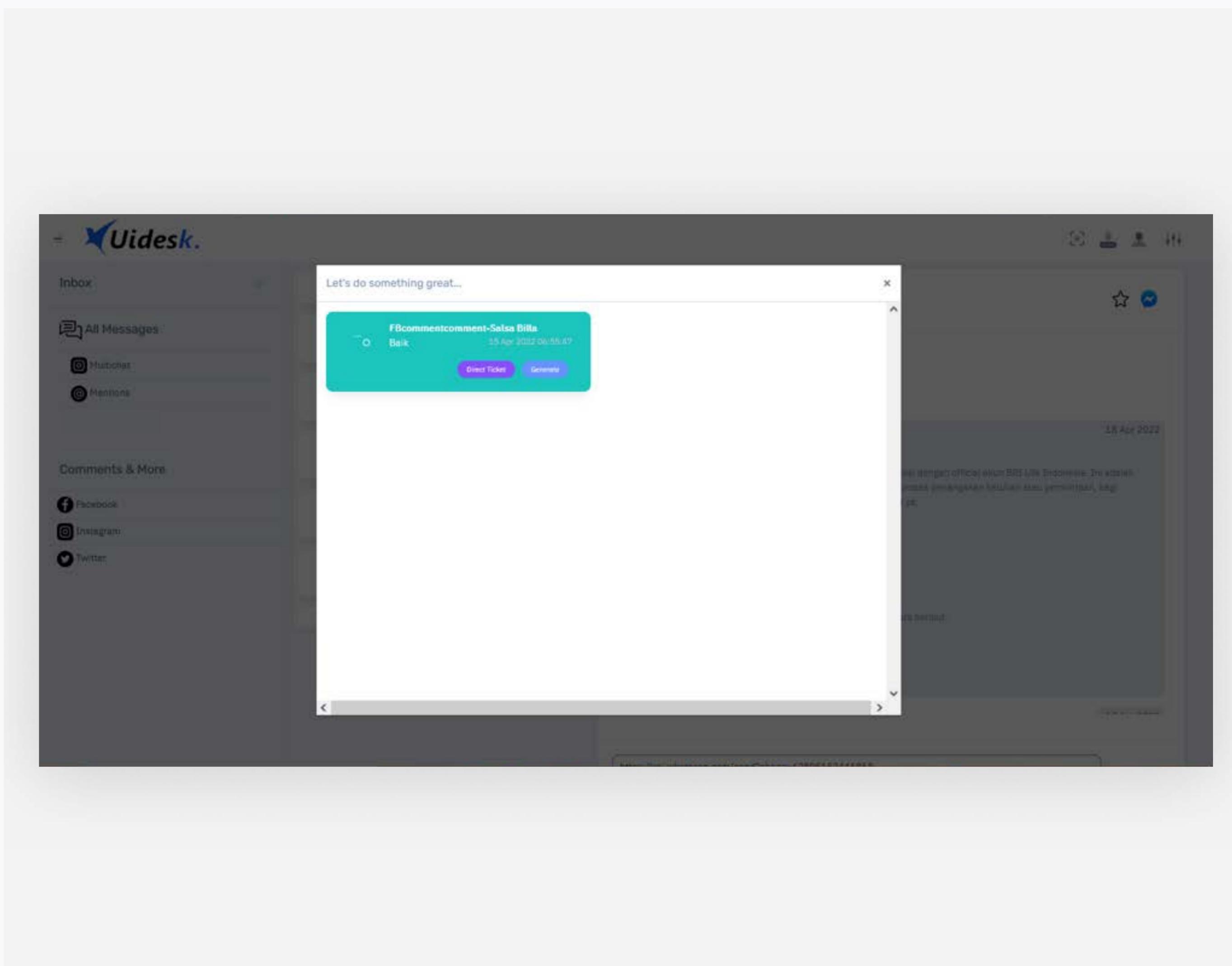


Social Media

Jika agent klik **Direct Ticket**, chat akan dibuat distribusi ticket ke **Thread Channel**.

Generate, akan membuat link untuk whatsapp me.

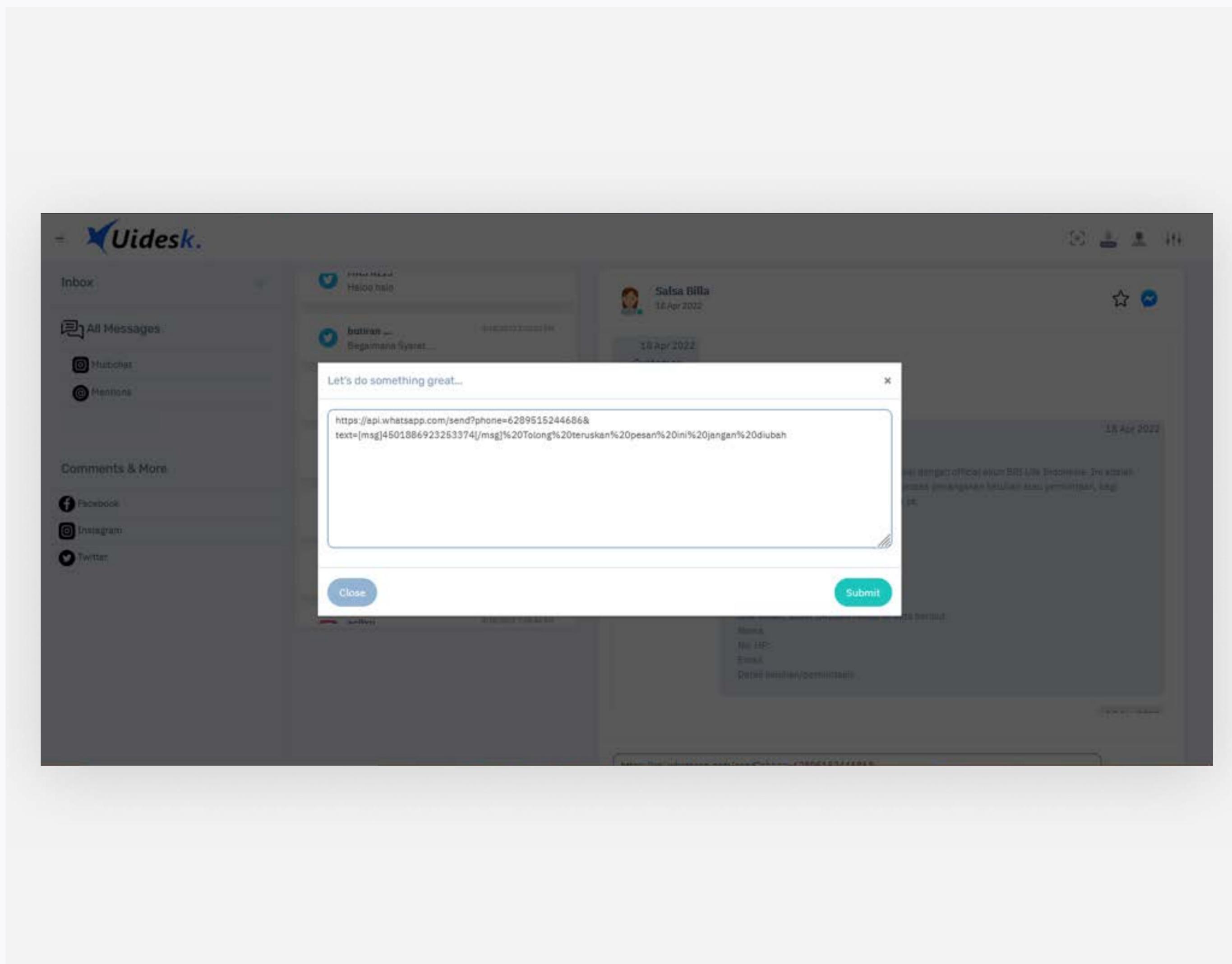
Customer akan diarahkan untuk chat melalui agent inbound yang menangani whatsapp.



Social Media

Berikut tampilan shortlink untuk whatsappme, informasi ini dikirimkan oleh agent ke customer.

Yang mana customer akan berinteraksi melalui channel whatsapp.



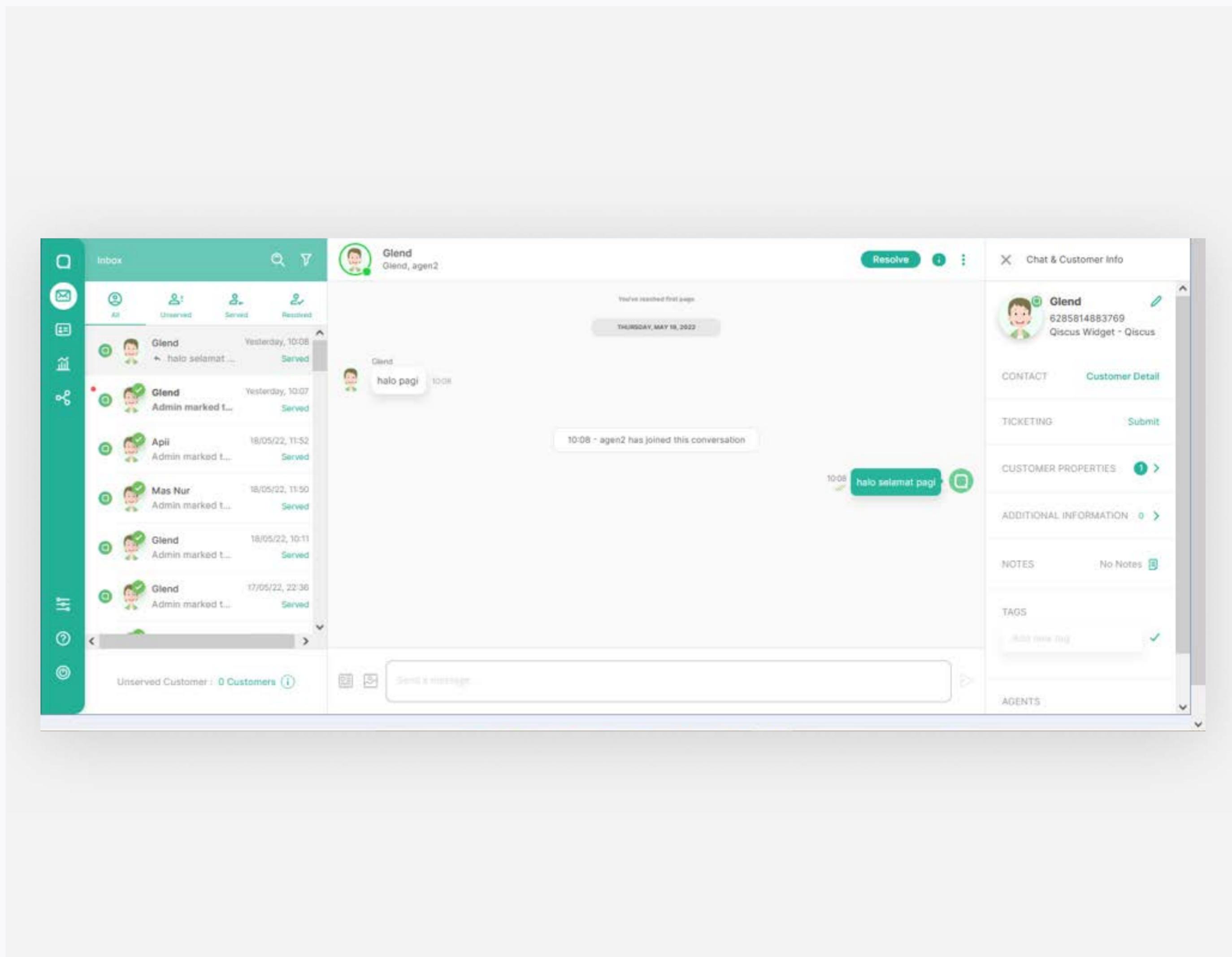
Whatsapp Channel

Whatsapp adalah fitur chat pada Agent Non Call.

Agent dapat berinteraksi dengan Nasabah melalui dashboard chat.

Dimana setiap interaksi chat yang berasal dari customer akan tampil pada dashboard.

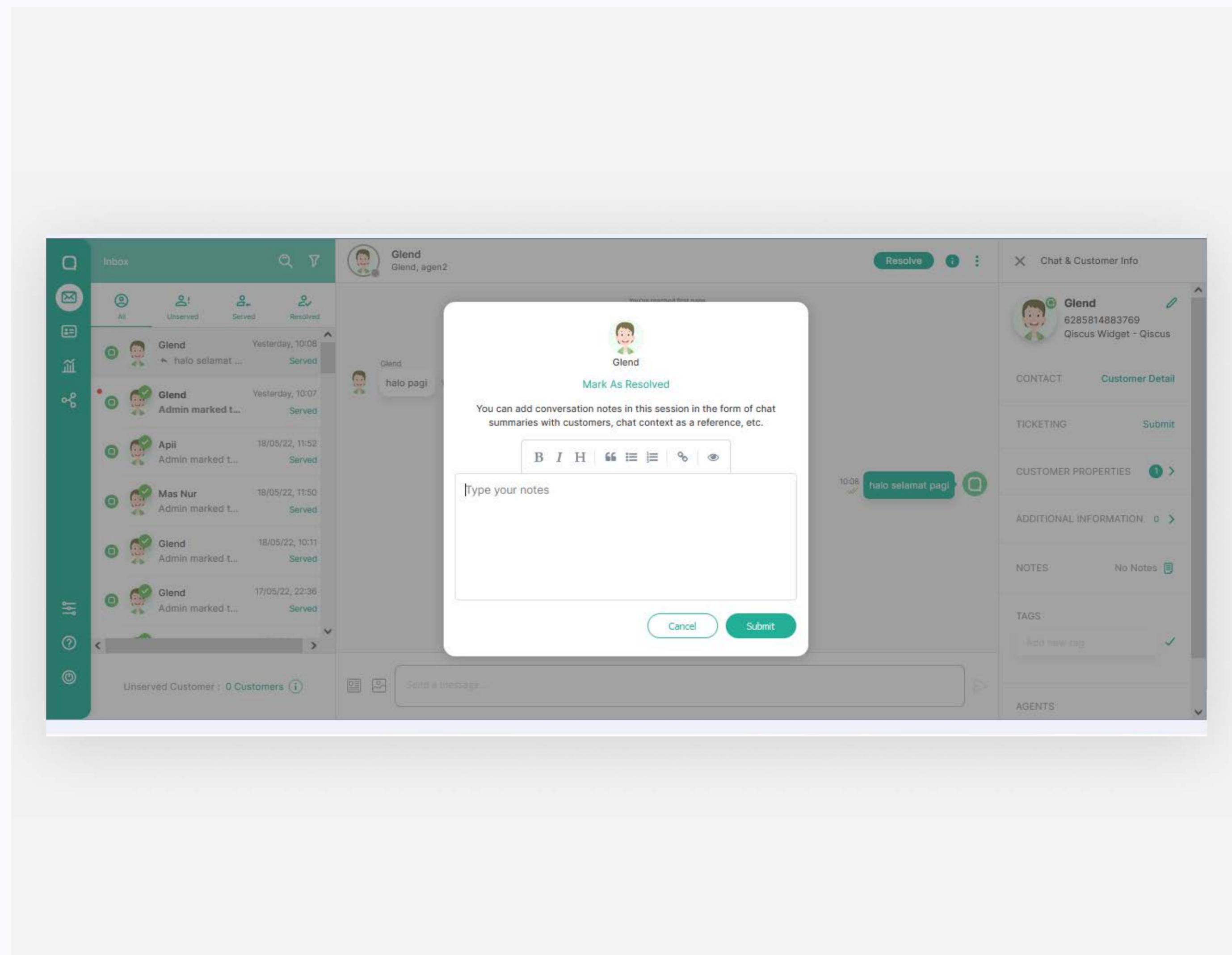
Ketika agent dapat memberikan solusi, langkah selanjutnya dapat klik **Resolve**.



Whatsapp Channel

Isi dengan informasi nama Subject,
infomasi ini akan diteruskan melalui Thread
Channel.

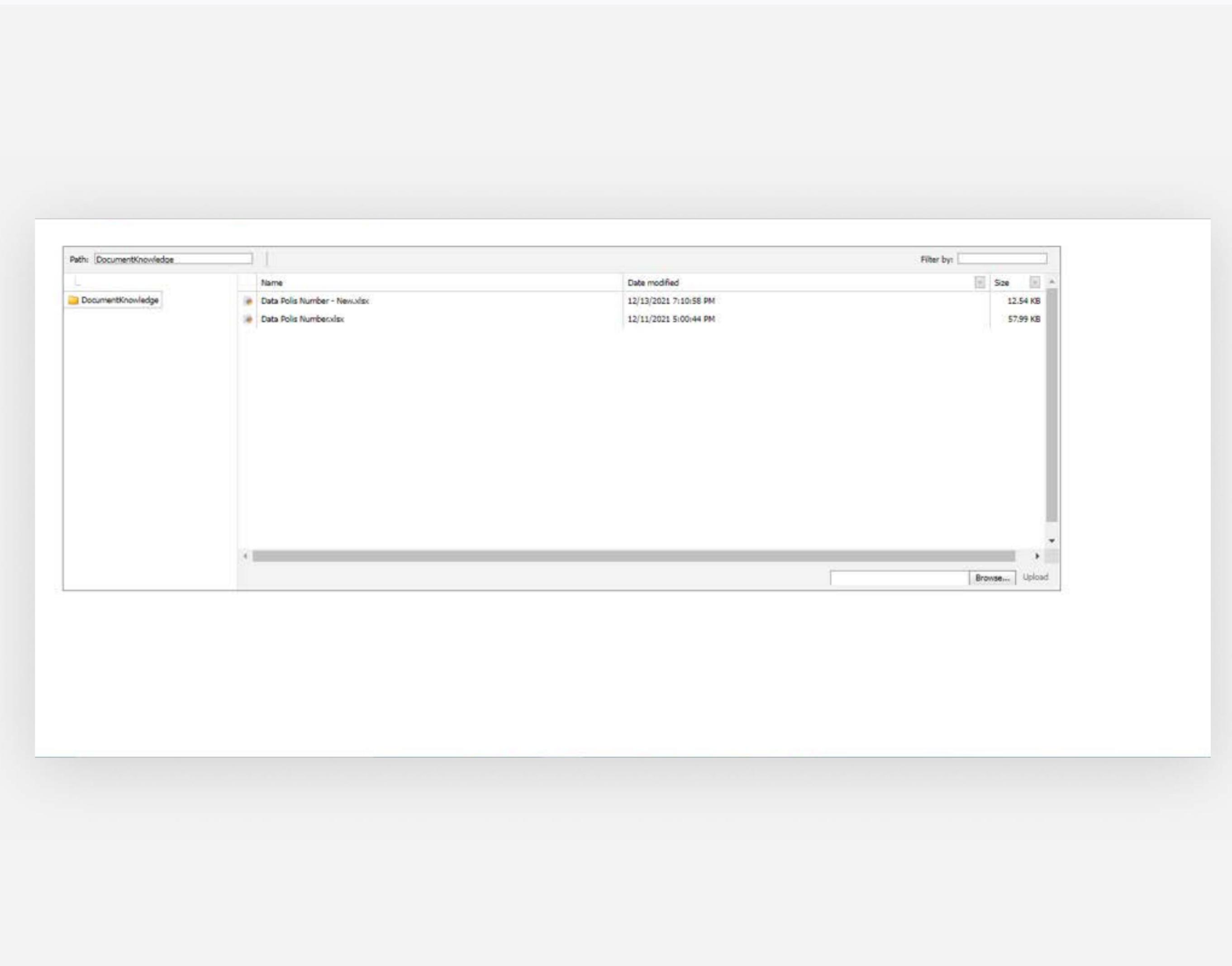
Yang mana data dari channel dapat
dijadikan tiket.



Knowledgebase

Agent dapat mengunduh beberapa dokumen seperti .doc, .pdf, .xls . Dan untuk level admin dapat mengupload data data tersebut.

Agent dapat meningkatkan pengetahuan terkait layanan, produk dan sebagainya.



Terima Kkkkkasih

