

Report Fivas CCO Pangkal Pinang



GraPARI

Semua

01/11/2023

30/11/2023

Channel

Semua

Agent

Semua

Paket

Semua

Achievement & MoM by GraPARI

Nama GraPARI	#CSR	Target Sales	Total trx	Last Month Revenue	Revenue	Achievement to target	Revenue MoM %
GTG Pangkal Pinang	8	52000000	156	18.891.000	20.780.700	40,0%	10,00%
Bangka	4	26000000	39	4.976.000	4.158.000	16,0%	-16,44%
Belitung	3	19500000	84	13.722.500	9.643.900	49,5%	-29,72%
Total	15	97500000	279	37.589.500	34.582.600	35,5%	-8,00%

Activated Products

Nama_produk	Revenue	% Kontribusi Rev
TM Bulanan Combo	65.000	0,19%
TM Bulanan All Operator	147.000	0,43%
Telepon All Opr	155.500	0,45%
Surprise Deal	68.000	0,20%
Super Seru 50GB	200.000	0,58%
Super Seru	1.000.000	2,89%
SMS SmauLoop Seminggu	20.000	0,06%
RoaMax Thailand	150.000	0,43%
RoaMAX Singapore	315.000	0,91%
RoaMax Malaysia	880.000	2,54%
RoaMAX Eropa	415.000	1,20%
RoaMAX Combo Western	850.000	2,46%
RoaMAX Combo Hongkong	150.000	0,43%
Puas Telpon 30 Hari	89.700	0,26%
Total	34.582.600	100,00%

Achievement & MoM by CSR

Nama_Petugas	Total Trx	Last Month Revenue	Revenue	Achievement CSR	Revenue MoM %
Yeni Gusnawati	32	3.808.500	3.648.500	56%	-4,20%
Weni Wllman Putri	30	5.956.000	2.994.000	46%	-49,73%
Turiyan	5	888.000	402.500	6%	-54,67%
Octividianti	18	2.616.000	2.025.000	31%	-22,59%
Muhammad Naufal Harits	12	1.886.000	1.615.000	25%	-14,37%
Kanaya Tabitah Wulansari	32	4.753.000	5.266.000	81%	10,79%
Gilang Laksamana	42	3.654.000	5.646.200	87%	54,52%
Gatry Pertiwi	46	6.420.500	5.682.400	87%	-11,50%
Dewi Shinta	3	458.000	565.000	9%	23,36%
Bella Pransiska	11	1.191.000	1.181.000	18%	-0,84%
Az Zahra Ayu Kencana	30	4.059.500	4.010.000	62%	-1,22%
Annaya Almahyra Syuryo	16	1.899.000	1.362.000	21%	-28,28%

Channel, Product Type & Brand Type

Channel	Trx	Revenue	% Kontribusi
DSC	186	27.177.500	78,59%
MYTELKOMSEL	79	6.293.100	18,20%
VA	12	760.000	2,20%
Mvorbit	2	352.000	1,02%
Total	279	34.582.600	100,00%

Jenis Produk	Trx	Revenue	% Kontribusi
Broadband	243	32.752.600	94,71%
Digital	28	1.286.000	3,72%
Voice	8	544.000	1,57%
Total	279	34.582.600	100,00%

Type_brand	Trx	Revenue	% Kontribusi
Prepaid	216	25.537.600	73,85%
Postpaid	63	9.045.000	26,15%
Total	279	34.582.600	100,00%

Report PSB CCO Pangkal Pinang



GraPARI

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01/11/2023

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Order Reason

Semua

Agent

Semua

Achievement & MoM by GraPARI

Nama CTP	#CSR	Target	Total Sales	Sales last Month	Selisih Trx PSB	Achievement to target	MoM PSB	Revenue PSB
GTG Pangkal Pinang	8	61	49	40	9	80,33%	▲ 22,50%	6.200.000
Belitung	3	37	20	25	-5	54,05%	▼ -20,00%	2.680.000
Bangka	4	37	17	22	-5	45,95%	▼ -22,73%	2.700.000
Total	15	135	86	87	-1	63,70%	▼ -1,15%	11.580.000

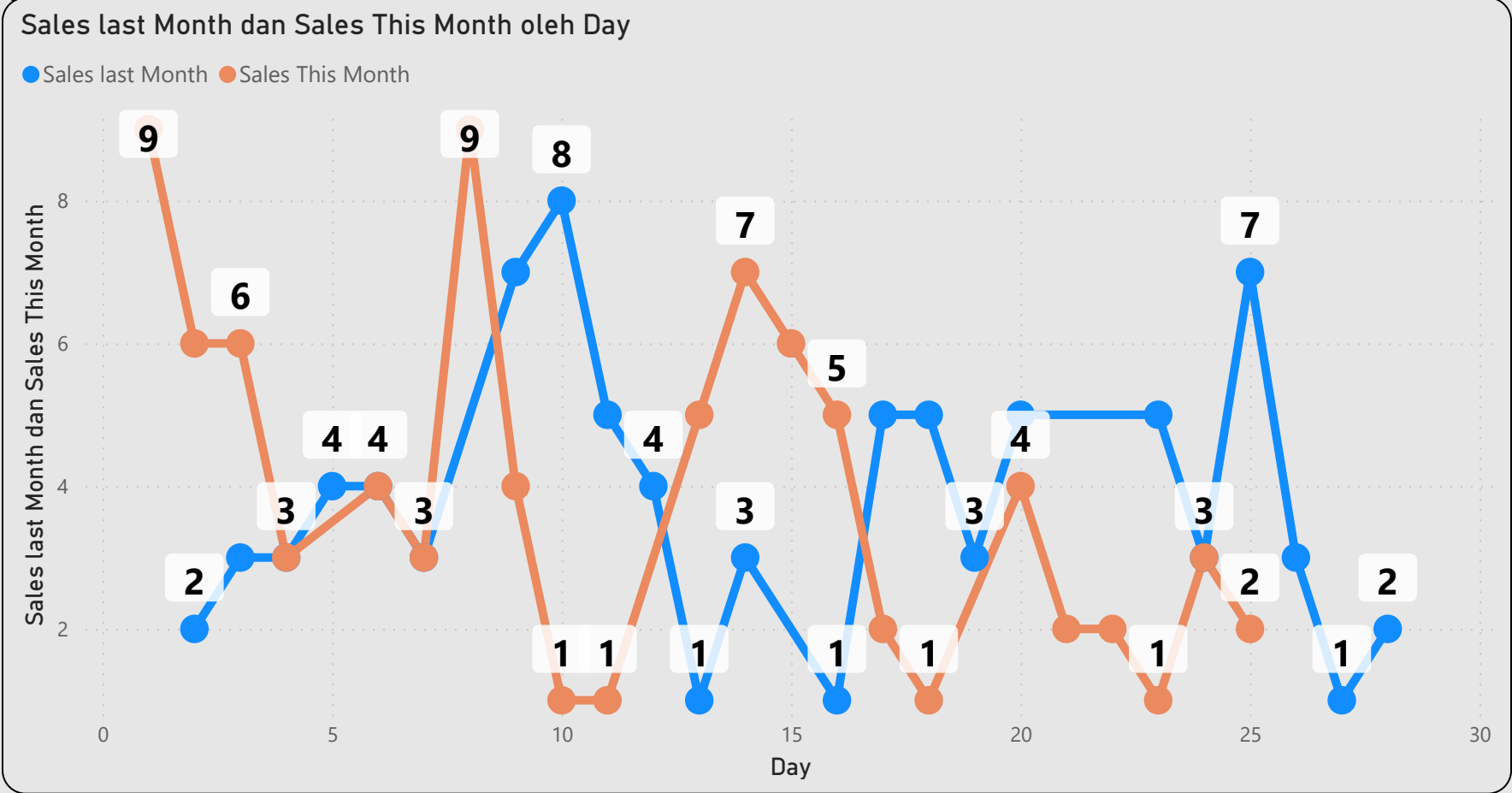
Achievement & MoM by CSR

Nama CSR	Target/CSR	Sales last Month	Total Sales This Month	Selisih Trx PSB	Achievement PSB CSR	MoM PSB	Revenue PSB
Annaya Almahyra Syuryo	9,25	10	7	-3	75,68%	▼ -30,00%	1.600.000
Az Zahra Ayu Kencana	7,63	6	12	6	157,38%	▲ 100,00%	1.290.000
Bella Pransiska	9,25	7	5	-2	54,05%	▼ -28,57%	600.000
Effandera	7,63		2	2	26,23%		200.000
Gatry Pertiwi	12,33	11	12	1	97,30%	▲ 9,09%	1.590.000
Gilang Laksamana	7,63	13	10	-3	131,15%	▼ -23,08%	1.070.000
Kanaya Tabitha Wulansari	7,63	7	7	0	91,80%	▲ 0,00%	980.000
Muhammad Naufal Harits	9,25	5	5	0	54,05%	▲ 0,00%	500.000
Octividianti	7,63	4	11	7	144,26%	▲ 175,00%	1.910.000
Turiyan	12,33	3	1	-2	8,11%	▼ -66,67%	100.000
Weni Willman Putri	12,33	11	7	-4	56,76%	▼ -36,36%	990.000

Activated Products

Jenis Paket	Total Sales	Sales last month	Revenue PSB
Halo+ 100K	45	23	4.500.000
HALO+100K	10	39	1.000.000
Halo+ 120K	9		1.060.000
Halo+ 150K	7	6	1.050.000
Halo+ 200K	3	5	600.000
Halo+ 250K	3	1	750.000
Halo+ 300K	2	2	600.000
Total	86	87	11.580.000

Daily PSB



Report Orbit CCO Pangkal Pinang

GraPARI

Semua

01/11/2023

30/11/2023

Nama Produk

Semua

Agent

Semua

Achievement & MoM by GraPARI

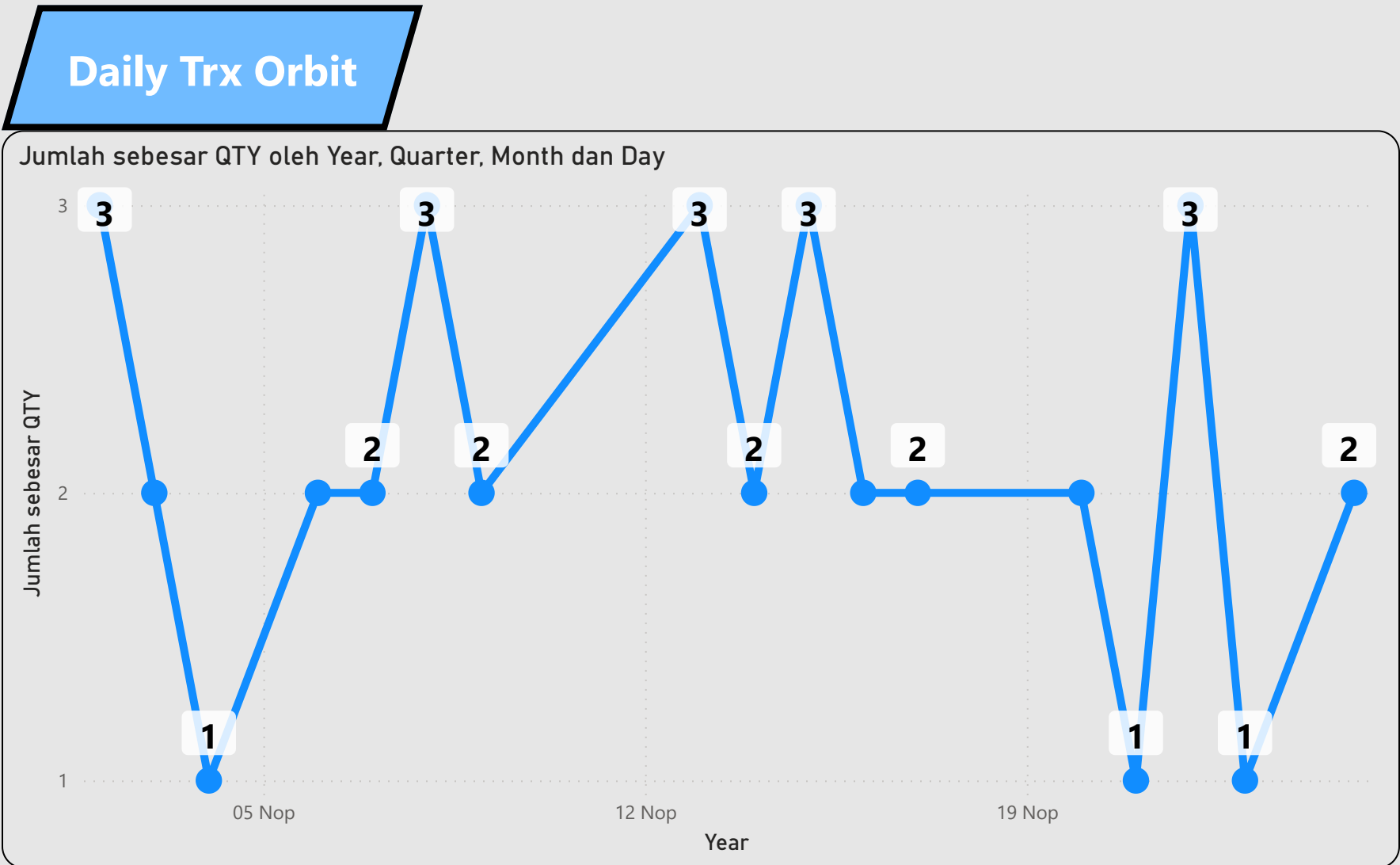
Nama GraPARI	Jumlah CSR	Target	Total Sales	Sales Last Month	Selisih Trx	MoM Orbit	Revenue
Bangka	4	24	9	5	4	↑ 80,00%	6.051.000
Belitung	3	18	11	15	-4	↓ -26,67%	6.649.000
GTG Pangkal Pinang	8	48	16	24	-8	↓ -33,33%	9.026.000
Total	15	90	36	44	-8	↓ -18,18%	21.726.000

Activated Products

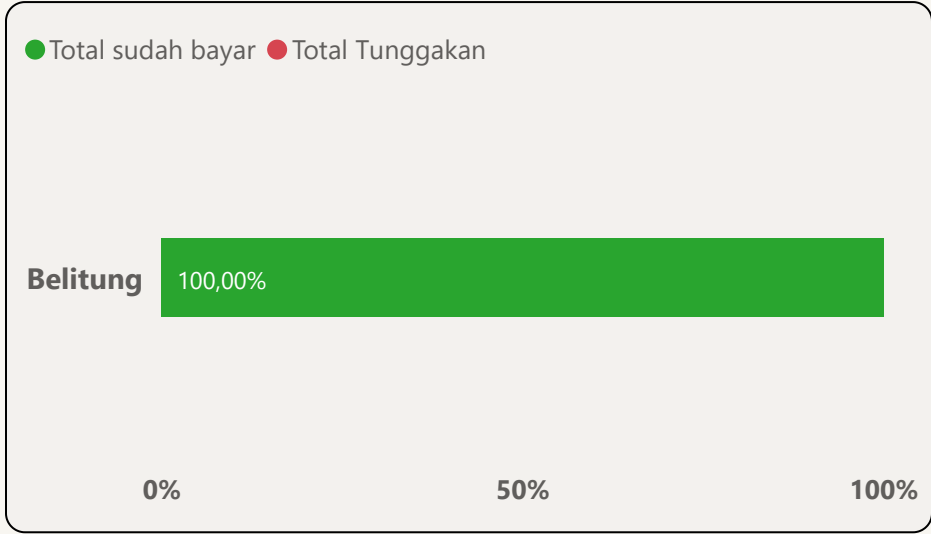
Nama Produk	Jumlah sebesar QTY	Revenue Produk
Orbit Star H1	22	13.298.000
Orbit Mifi N1	6	3.594.000
Orbit G1	2	798.000
Orbit Mifi Z1	2	1.398.000
Orbit Star A1	2	830.000
Orbit Pro H2	1	1.199.000
Orbit Star Z1	1	609.000
Total	36	21.726.000

Achievement & MoM by CSR

Nama CSR	Target	Total Sales	Achievement to Target	Sales M-1	MoM Orbit	Revenue
Annaya Almahyra Syuryo	6	3	50,00%	2	↑ 50,00%	1.817.000
Az Zahara Ayu Kencana	6	5	83,33%			2.995.000
Az Zahra Ayu Kencana				6	↓ -100,00%	
Bella Pransiska	6	5	83,33%	3	↑ 66,67%	3.635.000
Gatry Pertiwi	6	6	100,00%	6	→ 0,00%	3.654.000
Gilang Laksamana	6	5	83,33%	6	↓ -16,67%	2.795.000
Kanaya Tabitah Wulansari				4	↓ -100,00%	
Kanaya Tabitha Wulansari	6	3	50,00%			1.229.000
M Kevin Marcelino	6	1	16,67%			609.000
Muhammad Naufal Harits	6	1	16,67%			599.000
Octividianti	6	1	16,67%			699.000



CCO Pangkal Pinang Healthy Collection Dashboard



Billing
12.022.265

Collected
12.022.265

Not Collected
0

BangkaBelitungGTG Pangkal Pinang

% Healthy Collection
100,00%

Bulan Performansi
November

Healthy Collection CSR

Nama CSR	Trx	Total Billing	Billing Collected	Billing Not Collected	% Healthy Collection New
Gatry Pertiwi	16	11.400.665	11.400.665	0	100,00%
Mayang Sari	1	621.600	621.600	0	100,00%
Total	17	12.022.265	12.022.265	0	100,00%

Detailed Information

Nama CSR

Beberapa pilihan

Nama CSR	Total Bulan Not Collected	MSISDN	Request PSB	BC	Tunggakan	Nama Pelanggan
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Report Healthy Acquisition PSB dan Migrasi

Nama CTP

Bangka

Belitung

Pangkal Pinang

Month

January

March

May

February

April

June

Nama CSR

ANNAYA ALMAHYRA SYURYO

OLIPIO SAYUDIAS

BELLA PRANSISKA

7

Total PSB

(Koso...

Churn PSB

100,00%

% Healthy Acq PSB

12

Total Migrasi HA

(Koso...

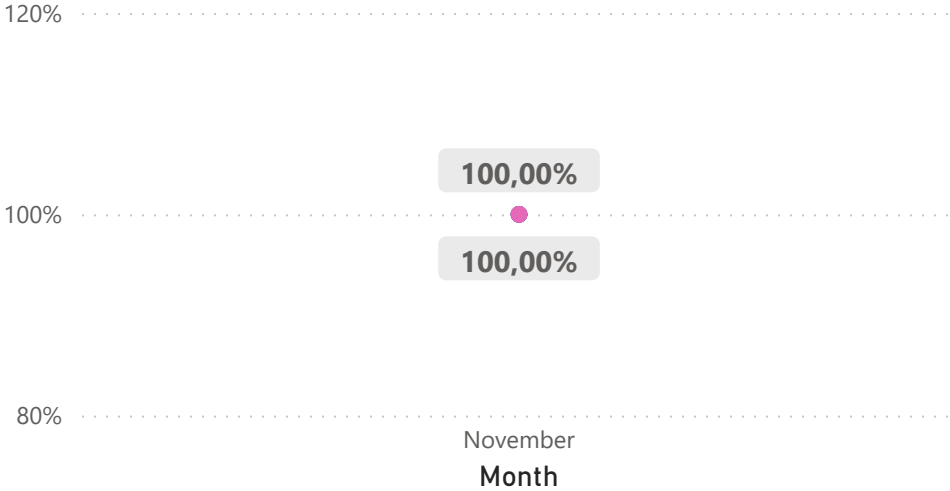
Churn Migrasi

100,00%

& Healthy Acq Mi...

Monthly Achievement

● % Healthy Acq PSB ● & Healthy Acquisition Migrasi



Nama CSR	Nama CTP	Churn 1-3 Bulan	MSISDN	Churn Date	LoS	Churn Type
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Report tNPS CCO Pangkal Pinang

01/09/2023

27/09/2023

Nama CSR

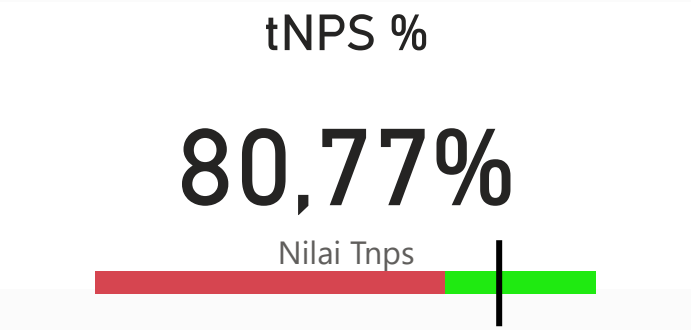
Semua

Tnps Type

Semua

GraPARI

GraPARI Belitung



Total Respon

26

Promotor

22

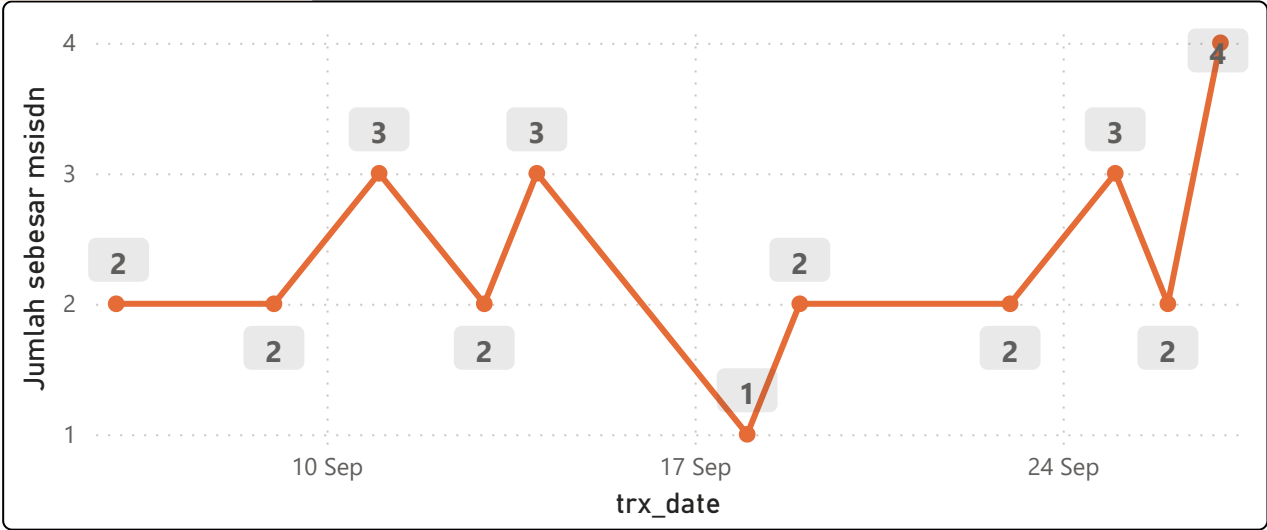
Passiver

3

Detractor

1

Daily tNPS Respon



tNPS GraPARI

GraPARI	Promotor	Passiver	Detractor	Nilai Tnps	Total Respon
GraPARI Belitung	22	3	1	80,77%	26
Total	22	3	1	80,77%	26

tNPS CSR

Agent CSR	Total Respon	Promotor	Passiver	Detractor	Nilai Tnps
	26	22	3	1	80,77%
Total	26	22	3	1	80,77%

MONTHLY KPI CCO PANGKAL PINANG

95,0%
Role Play

100,0%
Detractor Respond

100,0%
Detractor Improvement

100,0%
Achievment HA PSB

100,00%
HA Migrasi

100,0%
Achievement Healthy C...

25
Total TRX PSB+ Migrasi

12,44%
Achievement Trx PSB

13.723Rb
Reveneue Fivas

109,96%
Achievement Fivas

15
TRX Orbit

92,0
Try Out

701
Cust Served

8,76
Rata-rata Avg Producti...

GraPARI

Belitung

Nama Petugas

Semua

Month

October

Monthly KPI GraPARI

GraPARI	Visit	Try Out	Role Play	HA Migrasi	HA PSB	Healthy Collection	Detractor Improvement	Detractor Respond	TRX PSB+ Migrasi	REV PSB+Migrasi	TRX Fivas	REV Fivas	TRX Orbit	REV Orbit
Belitung	701	92,0	95,00%	100,00%	100,00%	100,00%	100,00%	100,00%	25	3140000	113	13.722.500	15	9559500
Total	701	92,0	95,00%	100,00%	100,00%	100,00%	100,00%	100,00%	25	3140000	113	13.722.500	15	9559500

- Nama Petugas
- Agista Anduarima
- Dewi Shinta Rahayu
- Gatry Pertiwi
- Mayang Sari
- My Grapari Mcash

Monthly KPI CSR

Nama CSR	Bobot Final	Kehadiran	Visit	tNPS	Try Out	Role Play	HA Migrasi	HA PSB	Healthy Collection	Detractor Improvement	Detractor Respond	TRX PSB+ Migrasi	REV PSB+Migrasi	TRX Fivas	REV Fivas	TRX Orbit	REV Orbit
Weni Wilman Putri	93,18%	100%	228	1,00	91,3	98,0%	100,00%	100,00%	100,00%	100,00%	100,00%	11	1620000	46	5.956.000	9	6111000
Turiyan	77,99%	88%	196	1,00	100,0	90,0%	100,00%	100,00%	100,00%	100,00%	100,00%	3	300000	6	888.000		
Resti Halipi	60,00%					100,0%	100,00%	100,00%	100,00%	100,00%	100,00%						
My Grapari Mcash	60,00%					100,0%	100,00%	100,00%	100,00%	100,00%	100,00%						
Mayang Sari	60,00%					100,0%	100,00%	100,00%	100,00%	100,00%	100,00%						
Gatry Pertiwi	90,31%	100%	259	1,00	85,0	98,0%	100,00%	100,00%	100,00%	100,00%	100,00%	11	1220000	57	6.420.500	6	3448500
Dewi Shinta	82,54%	96%	18		88,8	94,0%	100,00%	100,00%	100,00%	100,00%	100,00%	0	0	4	458.000		

Ajukan pertanyaan tentang data Anda



Coba salah satu untuk memulai

what is the total sales fivas by type brand

show me channel % of total for the last month

what is the SLA open out of SLA by case type 1

what is the jenis Case_Standard by case id

show me sla close in sla for the last year

show me achievement PSB CSR for the last month