FORM MYSTERY OMNI CHANNEL - EMAIL
PT. INFOMEDIA NUSANTARA

infomedia
Your Digital CX Partner
by Telkom Indonesia

Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
		2	Response Time	0	0	1	1	50%	P1
			Average	50.00%	50.00%	100.00%	100.00%	75.00%	
			Sub Total	1	1	2	2	6	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	6	6	7	7	26	P1
Score MOC Overall	83.33%	83.33%	100.00%	100.00%	91.67%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√) Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL
PT. INFOMEDIA NUSANTARA

Mistery Caller : Biqi Muhamad Rizal
Periode : November
Alamat Email :

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	Nilai	(Layanan) MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
		2	Response Time	1	0	1	1	75%	P2
			Average	100.00%	50.00%	100.00%	100.00%	87.50%	
			Sub Total	2	1	2	2	7	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	7	6	7	7	27	P1
Score MOC Overall	100.00%	83.33%	100.00%	100.00%	95.83%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√) Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil	
1	Respon Time, dalam Menit	5	< = 15 Menit	
		3	> 15 Menit	

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL
PT. INFOMEDIA NUSANTARA

Mistery Caller	:	Biqi Muhamad Rizal
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No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		5			5.00	5	100.00%
		4	Pukul 18.00 - 24.00 (dalam kali)						5	0.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
		2	Response Time	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	7	7	7	7	28	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	**100.00%**	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√) Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

SUMMARY ANALISA:

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PT. INFOMEDIA NUSANTARA

Mistery Caller	:	Biqi Muhamad Rizal
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AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	1	0	1	1	75%	P2
		2	Response Time	1	0	1	1	75%	P2
			Average	100.00%	0.00%	100.00%	100.00%	75.00%	
			Sub Total	2	0	2	2	6	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	0	1	1	75%	P2
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	0	1	1	75%	P2
			Average	100.00%	0.00%	100.00%	100.00%	75.00%	
			Sub Total	2	0	2	2	6	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	0	1	1	75%	P2
			b. Identifikasi kebutuhan pelanggan	1	0	1	1	75%	P2
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	0	1	1	75%	P2
			Average	100.00%	0.00%	100.00%	100.00%	75.00%	
			Sub Total	3	0	3	3	9	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	7	0	7	7	21	P1
Score MOC Overall	100.00%	0.00%	100.00%	100.00%	75.00%	P2

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√) Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil	
1	Respon Time, dalam Menit	5	< = 15 Menit	
		3	> 15 Menit	

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AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
		2	Response Time	0	0	1	1	50%	P1
			Average	50.00%	50.00%	100.00%	100.00%	75.00%	
			Sub Total	1	1	2	2	6	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	0	1	1	75%	P2
			Average	100.00%	66.67%	100.00%	100.00%	91.67%	
			Sub Total	3	2	3	3	11	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	6	5	7	7	25	P1
Score MOC Overall	83.33%	72.22%	100.00%	100.00%	88.89%	P2

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil	
1	Respon Time, dalam Menit	5	< = 15 Menit	
		3	> 15 Menit	

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No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		5	5		5.00	5	100.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
		2	Response Time	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	7	7	7	7	28	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	**100.00%**	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil	
1	Respon Time, dalam Menit	5	< = 15 Menit	
		3	> 15 Menit	

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL
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Mistery Caller	:	Biqi Muhamad Rizal
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No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		5	5		5.00	5	100.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
		2	Response Time	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	7	7	7	7	28	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√) Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil	
1	Respon Time, dalam Menit	5	< = 15 Menit	
		3	> 15 Menit	

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AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		5	5		5.00	5	100.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
		2	Response Time	0	1	1	1	75%	P2
			Average	50.00%	100.00%	100.00%	100.00%	87.50%	
			Sub Total	1	2	2	2	7	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	6	7	7	7	27	P1
Score MOC Overall	83.33%	100.00%	100.00%	100.00%	95.83%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil	
1	Respon Time, dalam Menit	5	< = 15 Menit	
		3	> 15 Menit	

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Mistery Caller : Biqi Muhamad Rizal
Periode : November
Alamat Email :

AKSES

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	(Layanan)		
				Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		5	5		5.00	5	100.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
		2	Response Time	0	1	1	1	75%	P2
			Average	50.00%	100.00%	100.00%	100.00%	87.50%	
			Sub Total	1	2	2	2	7	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	6	7	7	7	27	P1
Score MOC Overall	83.33%	100.00%	100.00%	100.00%	95.83%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL
PT. INFOMEDIA NUSANTARA

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Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				3	3.00	5	60.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	1	0	1	0	50%	P1
		2	Response Time	0	0	1	0	25%	P1
			Average	50.00%	0.00%	100.00%	0.00%	37.50%	
			Sub Total	1	0	2	0	3	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	0	1	0	50%	P1
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	0	1	0	50%	P1
			Average	100.00%	0.00%	100.00%	0.00%	50.00%	
			Sub Total	2	0	2	0	4	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	0	1	0	50%	P1
			b. Identifikasi kebutuhan pelanggan	1	0	1	0	50%	P1
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	0	1	0	50%	P1
			Average	100.00%	0.00%	100.00%	0.00%	50.00%	
			Sub Total	3	0	3	0	6	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	6	0	7	0	13	P1
Score MOC Overall	83.33%	0.00%	100.00%	0.00%	45.83%	P1

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√) Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil	
1	Respon Time, dalam Menit	5	< = 15 Menit	
		3	> 15 Menit	

SUMMARY ANALISA:

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Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
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AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		5	5		5.00	5	100.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
		2	Response Time	0	1	1	1	75%	P2
			Average	50.00%	100.00%	100.00%	100.00%	87.50%	
			Sub Total	1	2	2	2	7	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

Total Nilai	6	7	7	7	27	P1
Score MOC Overall	83.33%	100.00%	100.00%	100.00%	**95.83%**	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√) Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL
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Mistery Caller	:	**Biqi Muhamad Rizal**
Periode	:	**November**
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
		2	Response Time	0	0	1	1	50%	P1
			Average	50.00%	50.00%	100.00%	100.00%	75.00%	
			Sub Total	1	1	2	2	6	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	6	6	7	7	26	P1
Score MOC Overall	83.33%	83.33%	100.00%	100.00%	91.67%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

SUMMARY ANALISA:

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AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		5	5		5.00	5	100.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
		2	Response Time	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS
3	Helifullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	7	7	7	7	28	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	**100.00%**	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

SUMMARY ANALISA:

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AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	(Layanan) MAX	(Layanan) %
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		5	5		5.00	5	100.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
		2	Response Time	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	7	7	7	7	28	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	**100.00%**	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√) Benar	Jawaban (√) Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil	
1	Respon Time, dalam Menit	5	< = 15 Menit	
		3	> 15 Menit	

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL
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Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
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AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	Nilai	(Layanan) MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
		2	Response Time	0	0	1	1	50%	P1
			Average	50.00%	50.00%	100.00%	100.00%	75.00%	
			Sub Total	1	1	2	2	6	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	6	6	7	7	26	P1
Score MOC Overall	83.33%	83.33%	100.00%	100.00%	91.67%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√) Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil	
1	Respon Time, dalam Menit	5	< = 15 Menit	
		3	> 15 Menit	

SUMMARY ANALISA:

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Periode	:	November
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
		2	Response Time	0	0	1	1	50%	P1
		Average		50.00%	50.00%	100.00%	100.00%	75.00%	
		Sub Total		1	1	2	2	6	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
		Average		100.00%	100.00%	100.00%	100.00%	100.00%	
		Sub Total		2	2	2	2	8	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
		Average		100.00%	100.00%	100.00%	100.00%	100.00%	
		Sub Total		3	3	3	3	12	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	6	6	7	7	26	P1
Score MOC Overall	83.33%	83.33%	100.00%	100.00%	91.67%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√) Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

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FORM MYSTERY OMNI CHANNEL - EMAIL
PT. INFOMEDIA NUSANTARA

Mistery Caller : Biqi Muhamad Rizal
Periode : November
Alamat Email :

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
		2	Response Time	0	0	1	1	50%	P1
			Average	50.00%	50.00%	100.00%	100.00%	75.00%	
			Sub Total	1	1	2	2	6	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	6	6	7	7	26	P1
Score MOC Overall	83.33%	83.33%	100.00%	100.00%	**91.67%**	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√) Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil	
1	Respon Time, dalam Menit	5	< = 15 Menit	
		3	> 15 Menit	

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL
PT. INFOMEDIA NUSANTARA

Mistery Caller	: Biqi Muhamad Rizal
Periode	: November
Alamat Email	:

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				3	3.00	5	60.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	1	1	1	0	75%	P2
		2	Response Time	1	0	1	0	50%	P1
			Average	100.00%	50.00%	100.00%	0.00%	62.50%	
			Sub Total	2	1	2	0	5	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	0	75%	P2
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	0	75%	P2
			Average	100.00%	100.00%	100.00%	0.00%	75.00%	
			Sub Total	2	2	2	0	6	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	0	75%	P2
			b. Identifikasi kebutuhan pelanggan	1	1	1	0	75%	P2
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	0	75%	P2
			Average	100.00%	100.00%	100.00%	0.00%	75.00%	
			Sub Total	3	3	3	0	9	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	7	6	7	0	20	P1
Score MOC Overall	100.00%	83.33%	100.00%	0.00%	70.83%	P1

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√) Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil	
1	Respon Time, dalam Menit	5	< = 15 Menit	
		3	> 15 Menit	

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL
PT. INFOMEDIA NUSANTARA

Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	1	0	1	1	75%	P2
		2	Response Time	0	0	1	1	50%	P1
			Average	50.00%	0.00%	100.00%	100.00%	62.50%	
			Sub Total	1	0	2	2	5	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	0	1	1	75%	P2
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	0	1	1	75%	P2
			Average	100.00%	0.00%	100.00%	100.00%	75.00%	
			Sub Total	2	0	2	2	6	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	0	1	1	75%	P2
			b. Identifikasi kebutuhan pelanggan	1	0	1	1	75%	P2
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	0	1	1	75%	P2
			Average	100.00%	0.00%	100.00%	100.00%	75.00%	
			Sub Total	3	0	3	3	9	

Total Nilai	6	0	7	7	20	P1
Score MOC Overall	83.33%	0.00%	100.00%	100.00%	70.83%	P1

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√) Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil	
1	Respon Time, dalam Menit	5	< = 15 Menit	
		3	> 15 Menit	

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL
PT. INFOMEDIA NUSANTARA

Mistery Caller	: Biqi Muhamad Rizal
Periode	: November
Alamat Email	:

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		5	5		5.00	5	100.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
		2	Response Time	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	7	7	7	7	28	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	**100.00%**	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√) Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL
PT. INFOMEDIA NUSANTARA

Mistery Caller : **Biqi Muhamad Rizal**
Periode : **November**
Alamat Email :

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		5	5		5.00	5	100.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
		2	Response Time	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	7	7	7	7	28	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	**100.00%**	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√) Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil	
1	Respon Time, dalam Menit	5	< = 15 Menit	
		3	> 15 Menit	

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL
PT. INFOMEDIA NUSANTARA

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Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	0	1	1	1	75%	P2
		2	Response Time	0	0	1	1	50%	P1
			Average	0.00%	50.00%	100.00%	100.00%	62.50%	
			Sub Total	0	1	2	2	5	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	0	1	1	1	75%	P2
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	0	1	1	1	75%	P2
			Average	0.00%	100.00%	100.00%	100.00%	75.00%	
			Sub Total	0	2	2	2	6	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	0	1	1	1	75%	P2
			b. Identifikasi kebutuhan pelanggan	0	1	1	1	75%	P2
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	0	1	1	1	75%	P2
			Average	0.00%	100.00%	100.00%	100.00%	75.00%	
			Sub Total	0	3	3	3	9	

	Total Nilai	0	6	7	7	20	P1	
	Score MOC Overall	0.00%	83.33%	100.00%	100.00%	70.83%	P1	

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√) Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil	
1	Respon Time, dalam Menit	5	< = 15 Menit	
		3	> 15 Menit	

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL
PT. INFOMEDIA NUSANTARA

Mistery Caller	: Biqi Muhamad Rizal
Periode	: November
Alamat Email	:

AKSES

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	(Layanan)		
				Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		5	5		5.00	5	100.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	0	1	1	1	75%	P2
		2	Response Time	0	1	1	1	75%	P2
			Average	0.00%	100.00%	100.00%	100.00%	75.00%	
			Sub Total	0	2	2	2	6	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	0	1	1	1	75%	P2
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	0	1	1	1	75%	P2
			Average	0.00%	100.00%	100.00%	100.00%	75.00%	
			Sub Total	0	2	2	2	6	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	0	1	1	1	75%	P2
			b. Identifikasi kebutuhan pelanggan	0	1	1	1	75%	P2
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	0	1	1	1	75%	P2
			Average	0.00%	100.00%	100.00%	100.00%	75.00%	
			Sub Total	0	3	3	3	9	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	0	7	7	7	21	P1
Score MOC Overall	0.00%	100.00%	100.00%	100.00%	75.00%	P2

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL
PT. INFOMEDIA NUSANTARA

Mistery Caller : Biqi Muhamad Rizal
Periode : November
Alamat Email :

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	0	1	1	1	75%	P2
		2	Response Time	0	0	1	1	50%	P1
			Average	0.00%	50.00%	100.00%	100.00%	62.50%	
			Sub Total	0	1	2	2	5	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	0	1	1	1	75%	P2
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	0	1	1	1	75%	P2
			Average	0.00%	100.00%	100.00%	100.00%	75.00%	
			Sub Total	0	2	2	2	6	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	0	1	1	1	75%	P2
			b. Identifikasi kebutuhan pelanggan	0	1	1	1	75%	P2
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	0	1	1	1	75%	P2
			Average	0.00%	100.00%	100.00%	100.00%	75.00%	
			Sub Total	0	3	3	3	9	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	0	6	7	7	20	P1
Score MOC Overall	0.00%	83.33%	100.00%	100.00%	**70.83%**	**P1**

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√) Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil	
1	Respon Time, dalam Menit	5	< = 15 Menit	
		3	> 15 Menit	

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL
PT. INFOMEDIA NUSANTARA

Mistery Caller : Biqi Muhamad Rizal
Periode : November
Alamat Email :

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
		2	Response Time	0	0	1	1	50%	P1
			Average	50.00%	50.00%	100.00%	100.00%	75.00%	
			Sub Total	1	1	2	2	6	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	6	6	7	7	26	P1
Score MOC Overall	83.33%	83.33%	100.00%	100.00%	91.67%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√) Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil	
1	Respon Time, dalam Menit	5	< = 15 Menit	
		3	> 15 Menit	

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL
PT. INFOMEDIA NUSANTARA

Mistery Caller : Biqi Muhamad Rizal
Periode : November
Alamat Email :

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	Nilai	(Layanan) MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
		2	Response Time	0	0	1	1	50%	P1
			Average	50.00%	50.00%	100.00%	100.00%	75.00%	
			Sub Total	1	1	2	2	6	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	6	6	7	7	26	P1
Score MOC Overall	83.33%	83.33%	100.00%	100.00%	**91.67%**	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√) Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL
PT. INFOMEDIA NUSANTARA

Mistery Caller : Biqi Muhamad Rizal
Periode : November
Alamat Email :

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		5	5		5.00	5	100.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
		2	Response Time	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	7	7	7	7	28	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	**100.00%**	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√) Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil	
1	Respon Time, dalam Menit	5	< = 15 Menit	
		3	> 15 Menit	

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL
PT. INFOMEDIA NUSANTARA

Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		5	5		5.00	5	100.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
		2	Response Time	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	7	7	7	7	28	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√) Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL
PT. INFOMEDIA NUSANTARA

Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
		2	Response Time	0	0	1	1	50%	P1
			Average	50.00%	50.00%	100.00%	100.00%	75.00%	
			Sub Total	1	1	2	2	6	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	6	6	7	7	26	P1
Score MOC Overall	83.33%	83.33%	100.00%	100.00%	91.67%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√) Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL
PT. INFOMEDIA NUSANTARA

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Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
1	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
		3	Pukul 12.00 - 18.00 (dalam kali)		5	5		5.00	5	100.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Kesesuaian Template	0	1	1	1	75%	P2
		2	Response Time	0	1	1	1	75%	P2
			Average	0.00%	100.00%	100.00%	100.00%	75.00%	
			Sub Total	0	2	2	2	6	

B. SIKAP LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	0	1	1	1	75%	P2
3	Helfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	0	1	1	1	75%	P2
			Average	0.00%	100.00%	100.00%	100.00%	75.00%	
			Sub Total	0	2	2	2	6	

C. SOLUSI LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	0	1	1	1	75%	P2
			b. Identifikasi kebutuhan pelanggan	0	1	1	1	75%	P2
		6	Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	0	1	1	1	75%	P2
			Average	0.00%	100.00%	100.00%	100.00%	75.00%	
			Sub Total	0	3	3	3	9	

Total Nilai	0	7	7	7	21	P1
Score MOC Overall	0.00%	100.00%	100.00%	100.00%	**75.00%**	P2

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√) Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

SUMMARY ANALISA: