

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Biqi Muhamad Rizal  
Periode : Juli 2021

**AKSES**

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

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

Total Nilai			7	7	7	21	P1
Score MOC Overall			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	Detail
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

**SUMMARY ANALISA:**

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PT. INFOMEDIA NUSANTARA



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Periode : Juli 2021

**AKSES**

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

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

<b>Total Nilai</b>			7	7	7	21	P1
<b>Score MOC Overall</b>			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			
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No	Parameter/Key Factor	Skala Nilai	Detail
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Mystery Caller : Bisji Muhamad Rizal  
Periode : Juli 2021

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		3 Pukul 12.00 - 18.00 (dalam kali)		5		5.00	100.00%
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No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1 Kesesuaian Template	1	1	1	100%	LS
		2 Response Time	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

<b>Total Nilai</b>			7	7	7	21	P1
<b>Score MOC Overall</b>			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			
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No	Parameter/Key Factor	Skala Nilai	Detail
1	Respon Time, dalam Menit	5	< = 15 Menit
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**AKSES**

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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	100.00%
		3 Pukul 12.00 - 18.00 (dalam kali)		5		5.00	100.00%
		4 Pukul 18.00 - 24.00 (dalam kali)			5	5.00	100.00%

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

<b>Total Nilai</b>			7	7	7	21	P1
<b>Score MOC Overall</b>			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			
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No	Parameter/Key Factor	Skala Nilai	Detail
1	Respon Time, dalam Menit	5	< = 15 Menit
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**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bigi Muhamad Rizal  
Periode : Juli 2021

**AKSES**

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

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

Total Nilai			7	7	7	21	P1
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**KETERANGAN ASPEK SOLUSI LAYANAN**

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
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No	Parameter/Key Factor	Skala Nilai	Detail
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**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bisji Muhammad Rizal  
Periode : Juli 2021

**AKSES**

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

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	a. Verifikasi data & Validasi	1	1	1	100% LS	
		b. Identifikasi kebutuhan pelanggan	1	1	1	100% LS	
		c. Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100% LS	
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

Total Nilai			7	7	7	21	P1
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**KETERANGAN ASPEK SOLUSI LAYANAN**

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
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No	Parameter/Key Factor	Skala Nilai	Detail
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Periode : Juli 2021

**AKSES**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	(Layanan)	
			Nilai	Nilai	Nilai	Nilai	%
1	Response Time	1 Pukul 00.00 - 06.00 (dalam kali)				5	0.00%
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		3 Pukul 12.00 - 18.00 (dalam kali)		5		5.00	100.00%
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**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

Total Nilai			7	7	7	21	P1
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No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
			Benar	Salah
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No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
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1	Service Level	1 Kesesuaian Template	1	1	1	100%	LS
		2 Response Time	1	1	1	100%	LS
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Sub Total			2	2	2	6	

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
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2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
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Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
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4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

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No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	(Layanan)	
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No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
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		2 Response Time	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
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**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
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Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average		100.00%	100.00%	100.00%	100.00%
		Sub Total		3	3	3	300%

Total Nilai			7	7	7	21	P1
Score MOC Overall			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	Detail
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

**SUMMARY ANALISA:**

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bigi Muhamad Rizal  
Periode : Juli 2021

**AKSES**

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

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

Total Nilai			7	7	7	21	P1
Score MOC Overall			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	Detail
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

**SUMMARY ANALISA:**

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bigi Muhamad Rizal  
Periode : Juli 2021

**AKSES**

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

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

<b>Total Nilai</b>			7	7	7	21	P1
<b>Score MOC Overall</b>			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	Detail
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

**SUMMARY ANALISA:**

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bisji Muhamad Rizal  
Periode : Juli 2021

**AKSES**

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

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

Total Nilai			7	7	7	21	P1
Score MOC Overall			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	Detail
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

**SUMMARY ANALISA:**

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bisji Muhamad Rizal  
Periode : Juli 2021

**AKSES**

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

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

<b>Total Nilai</b>			7	7	7	21	P1
<b>Score MOC Overall</b>			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	Detail
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

**SUMMARY ANALISA:**

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bisji Muhammad Rizal  
Periode : Juli 2021

**AKSES**

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

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

<b>Total Nilai</b>			7	7	7	21	P1
<b>Score MOC Overall</b>			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	Detail
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

**SUMMARY ANALISA:**

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bigi Muhamad Rizal  
Periode : Juli 2021

**AKSES**

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

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

<b>Total Nilai</b>			7	7	7	21	P1
<b>Score MOC Overall</b>			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	Detail
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

**SUMMARY ANALISA:**

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bigi Muhamad Rizal  
Periode : Juli 2021

**AKSES**

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

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

Total Nilai			7	7	7	21	P1
Score MOC Overall			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	Detail
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

**SUMMARY ANALISA:**



**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bisji Muhamad Rizal  
Periode : Juli 2021

**AKSES**

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

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			3	3	3	300%	

Total Nilai			7	7	7	21	P1
Score MOC Overall			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	Detail
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

**SUMMARY ANALISA:**

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bigi Muhamad Rizal  
Periode : Juli 2021

**AKSES**

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

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			3	3	3	300%	

Total Nilai			7	7	7	21	P1
Score MOC Overall			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	Detail
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

**SUMMARY ANALISA:**

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bisji Muhamad Rizal  
Periode : Juli 2021

**AKSES**

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

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			3	3	3	300%	

Total Nilai			7	7	7	21	P1
Score MOC Overall			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	Detail
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

**SUMMARY ANALISA:**

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bisji Muhamad Rizal  
Periode : Juli 2021

**AKSES**

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

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

Total Nilai			7	7	7	21	P1
Score MOC Overall			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	Detail
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

**SUMMARY ANALISA:**

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bisji Muhamad Rizal  
Periode : Juli 2021

**AKSES**

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

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			3	3	3	300%	

<b>Total Nilai</b>			7	7	7	21	P1
<b>Score MOC Overall</b>			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	Detail
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

**SUMMARY ANALISA:**

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bisji Muhamad Rizal  
Periode : Juli 2021

**AKSES**

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

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average		100.00%	100.00%	100.00%	100.00%
		Sub Total		3	3	3	300%

Total Nilai			7	7	7	21	P1
Score MOC Overall			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	Detail
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

**SUMMARY ANALISA:**

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bisji Muhamad Rizal  
Periode : Juli 2021

**AKSES**

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

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average		100.00%	100.00%	100.00%	100.00%
		Sub Total		3	3	3	300%

Total Nilai			7	7	7	21	P1
Score MOC Overall			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	Detail
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

**SUMMARY ANALISA:**

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bisji Muhamad Rizal  
Periode : Juli 2021

**AKSES**

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

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

Total Nilai			7	7	7	21	P1
Score MOC Overall			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	Detail
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

**SUMMARY ANALISA:**



**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bisji Muhamad Rizal  
Periode : Juli 2021

**AKSES**

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

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	Nilai	Avg Officer	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1		100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1		100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1		100%	LS
		Average	100.00%	100.00%	100.00%		100.00%	
		Sub Total	3	3	3		300%	

<b>Total Nilai</b>			7	7	7	21	P1
<b>Score MOC Overall</b>			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	Detail
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

**SUMMARY ANALISA:**

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bisji Muhammad Rizal  
Periode : Juli 2021

**AKSES**

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

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

Total Nilai			7	7	7	21	P1
Score MOC Overall			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	Detail
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

**SUMMARY ANALISA:**

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bigi Muhamad Rizal  
Periode : Juli 2021

**AKSES**

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

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

Total Nilai			7	7	7	21	P1
Score MOC Overall			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	Detail
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

**SUMMARY ANALISA:**

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bisji Muhamad Rizal  
Periode : Juli 2021

**AKSES**

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

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

<b>Total Nilai</b>			7	7	7	21	P1
<b>Score MOC Overall</b>			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	Detail
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

**SUMMARY ANALISA:**

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bisji Muhamad Rizal  
Periode : Juli 2021

**AKSES**

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

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			3	3	3	300%	

Total Nilai			7	7	7	21	P1
Score MOC Overall			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	Detail
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

**SUMMARY ANALISA:**

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bisji Muhamad Rizal  
Periode : Juli 2021

**AKSES**

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

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			3	3	3	300%	

Total Nilai			7	7	7	21	P1
Score MOC Overall			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	Detail
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

**SUMMARY ANALISA:**

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bisji Muhamad Rizal  
Periode : Juli 2021

**AKSES**

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

**A. PROSES LAYANAN**

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

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6	Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
Average				100.00%	100.00%	100.00%	100.00%	
Sub Total				3	3	3	300%	

Total Nilai			7	7	7	21	P1
Score MOC Overall			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	Detail
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit

**SUMMARY ANALISA:**