|                |   |               |                         |                |                            |                                  |  |                             |                   |                              |                            |                             | SAMPI             | LING#                      |                            |                            |                    |                    |                    |                            |  |
|----------------|---|---------------|-------------------------|----------------|----------------------------|----------------------------------|--|-----------------------------|-------------------|------------------------------|----------------------------|-----------------------------|-------------------|----------------------------|----------------------------|----------------------------|--------------------|--------------------|--------------------|----------------------------|--|
| NO             | NAMA  | JENIS KELAMIN | LOGIN ID                | LAYANAN        | LEVEL                      | SITE                             | QCO Handling   |                             |                   |                              |                            | Periodo 2                   |                   |                            |                            |                            |                    |                    |                    | AVERAGE<br>QM SCORE        | KETERANGAN   |
|                |   |               |                         |                |                            |                                  |  | 1                           | 2                 | de 1                         | 4                          | 5                           | Perk<br>6         | 7 pde 2                    | 8                          | 9                          | Peri<br>10         | 11                 | 12                 |                            |  |
| 1 2            | PRADHITA SALSABILA PUTRI PURNOMO<br>SARAH KYLA YASMIN GUMILAR   | W             | 76143<br>76090          | VOICE          | LO<br>LO                   | BANDUNG<br>BANDUNG               | Rizky Adi Pumama   | 97,00%                      |                   | 97,00%                       | 100,00%                    | 97,00%                      | 97,00%            | 94,00%                     | 80,00%<br>97,00%           | 100,00%                    | 91,00%             | 97,00%<br>97,00%   | 91,00%             | 94,83%                     |  |
| 3 4            | TESSA RINDIYANI TIARA ANDINI JUHENDI                            | w             | 58690<br>76091          | VOICE          | LO                         | BANDUNG<br>BANDUNG               | Rizky Adi Pumama<br>Rizky Adi Pumama                     | 97,00%                      | 100,00%           | 100,00%                      | 100,00%                    | 100,00%                     | 97,00%            | 100,00%                    | 97,00%                     | 100,00%                    | 97,00%             | 100,00%            | 100,00%            | 99,00%                     |  |
| 5              | RINI APRIANTI<br>SAMUEL SETYAJI                                 | W             | 42977<br>62727          | VOICE          | LO<br>LO                   | BANDUNG<br>BANDUNG               | Rizky Adi Pumama<br>Rizky Adi Pumama                     | 100,00%                     | 94,00%            | 100,00%                      | 77,00%                     | 97,00%                      | 100,00%           | 94,00%                     | 57,00%<br>80,00%           | 97,00%                     | 97,00%             | 94,00%             | 94,00%             | 91,75%<br>91,83%           |  |
| 7 8            | YOGI TRIONO<br>YUDDY DARMAWAN                                   | P             | 58686<br>58695          | VOICE          | LO                         | BANDUNG<br>BANDUNG               | Rizky Adi Pumama<br>Rizky Adi Pumama                     | 100,00%                     | 97,00%            | 97,00%                       | 97,00%                     | 97,00%                      | 94,00%            | 97,00%                     | 94,00%                     | 91,00%                     | 97,00%             | 77,00%             | 97,00%             | 94,58%                     |  |
| 9              | ADITYO KUSUMA PUTRA<br>EGI RUSTIAMAN                            | P             | 62657<br>58768          | VOICE          | 10                         | BANDUNG<br>BANDUNG               | Rizky Adi Pumama<br>Kania F.S                            | 100,00%                     | 94,00%            | 97,00%                       | 97,00%                     | 97,00%                      | 100,00%           | 94,00%                     | 97,00%                     | 97,00%                     | 91,00%             | 94,00%             | 97,00%             | 96,25%<br>95,33%           |  |
| 11             | REGGY BAYU PRATAMA<br>FIRMAN NURDIANSYAH                        | P<br>P        | 58735<br>58705          | VOICE          | LO                         | BANDUNG<br>BANDUNG               | Kania F.S<br>Kania F.S                                   | 94,00%                      | 77,00%            |                              | 97,00%                     | 91,00%                      | 91,00%            | 94,00%                     | 100,00%                    | 97,00%                     | 97,00%             | 100,00%            | 94,00%             | 94,08%                     |  |
| 13             | AFDHAL ASNAWI<br>MOH. RESQI MAULUDIN                            | P             | 58711<br>58725          | VOICE          | LO                         | BANDUNG<br>BANDUNG               | Kania F.S<br>Kania F.S                                   | 91,00%                      | 97,00%            | 97,00%                       | 97,00%                     | 91,00%                      | 97,00%            | 97,00%                     | 91,00%                     | 97,00%                     | 97,00%             | 97,00%             | 97,00%             | 96,25%<br>94,75%           | Back up Mandalika tgl 11 s.d 21 November 2021 Pukul 18:00 s/d 06:0 |
| 15<br>16       | GIN GIN GUNTARA SONY HARTO WIBOWO                               | P             | 75342<br>79861          | VOICE          | LO                         | BANDUNG<br>BANDUNG               | Kania F.S<br>Kania F.S                                   | 97,00%                      | 97,00%            | 94,00%                       | 97,00%                     | 97,00%                      | 100,00%           | 97,00%                     | 97,00%                     | 94,00%                     | 97,00%             | 97,00%             | 97,00%             | 96,75%<br>89,92%           |  |
| 17             | WULAN HARISMAYANINGSIH GALIH JATI PERMANA                       | W             | 76060<br>58733          | VOICE          | LO<br>LO                   | BANDUNG<br>BANDUNG               | Kania F.S<br>Windi Siti Hajriani                         | 97,00%                      | 100,00%           |                              | 100,00%                    | 97,00%                      | 94,00%            | 100,00%                    | 100,00%                    | 100,00%                    |                    | 100,00%            |                    | 98,50%<br>94,33%           |  |
| 19             | HILMAN NUR RIDHO M. NOOR FAHRUL AKBAR                           | P<br>P        | 58802<br>76054          | VOICE          | LO<br>LO                   | BANDUNG<br>BANDUNG               | Windi Siti Hajriani<br>Windi Siti Hajriani               | 94,00%                      | 94,00%            | 94,50%                       | 97,00%                     | 87,00%<br>87,00%            | 94,00%            | 97,00%                     | 74,00%<br>97,00%           | 84,00%<br>97,00%           | 97,00%             | 94,00%             | 87,00%<br>74,00%   | 91,13%<br>90,25%           |  |
| 21             | M. FAISAL ARSAWIJAYA<br>ALDI RIZKI FAUJI                        | P<br>P        | 75431<br>76224          | VOICE          | LO                         | BANDUNG<br>BANDUNG               | Windi Siti Hayriani<br>Windi Siti Hatriani               | 88,50%<br>74,00%            | 94,00%            | 91,00%                       | 94,00%                     | 97,00%                      | 94,00%            | 97,00%                     | 97,00%                     | 94,00%                     | 97,00%             | 94,00%             | 97,00%             | 94,54%                     |  |
|                | ZAHLUL FADIL SURYANA<br>HILMY MAULANA                           | P<br>P        | 58728<br>62630          | VOICE          | LO<br>LO                   | BANDUNG<br>BANDUNG               | Windi Siti Hajriani<br>Windi Siti Hajriani               | 94,00%                      | 91,00%            | 84,00%<br>94,00%             | 74,00%<br>94,00%           | 94,00%<br>91,50%            | 97,00%<br>94,00%  | 84,00%<br>94,00%           | 94,00%                     | 87,00%<br>94,00%           | 77,00%<br>94,00%   | 97,00%<br>94,00%   | 77,00%<br>94,00%   | 87,50%<br>92.96%           |  |
| 25             | MUHAMAD EKA NISWORO<br>AMY FITRI IRIANA                         | P<br>W        | 58703<br>58808          | VOICE          | LO<br>Info Produk          | BANDUNG<br>BANDUNG               | Windi Siti Hajriani<br>Nurially                          | 97,00%                      | 97,00%            | 94,00%                       | 94,00%                     | 94,00%                      | 94,00%            | 97,00%                     | 94,00%                     | 94,00%                     | 84,00%<br>94.00%   | 77,00%             | 91,00%             | 92,25%                     |  |
| 27<br>28       | RIZKA MARIS KEMALA S. ROMAULI TAMPUBOLON                        | w             | 58676<br>62591          | VOICE          | Info Produk Info Produk    | BANDUNG<br>BANDUNG               | Nurially<br>Nurially                                     | 100,00%                     | 97,00%<br>100,00% | 100,00%                      | 97,00%<br>97,50%           | 94,00%                      | 77,00%<br>100,00% | 100,00%                    | 97,00%<br>97,00%           | 97,00%                     | 97,00%             | 97,00%             | 77,00%             | 94,17%<br>97,50%           |  |
| 29<br>30       | JAJANG SUPRIATNA<br>AMRI HARTLAN                                | P<br>P        | 58807<br>58804          | VOICE          | Info Produk<br>Info Produk | BANDUNG<br>BANDUNG               | Nurially<br>Nurially                                     | 94,00%<br>97,00%            | 94,00%<br>74,50%  | 97,00%<br>94,00%             | 100,00%<br>94,00%          | 97,00%<br>94,00%            | 94,00%<br>97,00%  | 94,00%<br>94,50%           | 94,00%<br>97,00%           | 100,00%<br>94,00%          | 57,00%<br>97,00%   | 97,00%<br>77,00%   | 97,00%<br>94,00%   | 92,92%<br>92,00%           |  |
| 31<br>32       | KIKI ANJAYA<br>RAINALDI WIBAWA                                  | P<br>P        | 62757<br>58714          | VOICE          | LO<br>LO                   | BANDUNG<br>BANDUNG               | Nurially<br>Nurially                                     | 97,00%<br>97,00%            | 94,00%<br>97,00%  | 77,00%<br>100,00%            | 97,00%<br>97,00%           | 94,00%                      | 87,00%<br>100,00% | 94,00%<br>74,00%           | 94,50%<br>100,00%          | 74,00%<br>97,00%           | 97,00%<br>97,00%   | 97,00%<br>100,00%  | 77,00%<br>97,00%   | 89,96%<br>95,83%           |  |
| 33             | REZA FAHLEVI<br>A. EKA SAKTI PRATIWI                            | P<br>W        | 75433<br>79770          | VOICE          | LO<br>LO                   | BANDUNG<br>SEMARANG              | Nurially<br>Yolanda Erziana                              | 94,00%<br>97,00%            | 94,00%<br>100,00% | 97,00%<br>100,00%            | 97,00%<br>97,00%           | 97,00%                      | 100,00%           | 100,00%                    | 100,00%                    | 74,00%<br>94,00%           | 97,00%<br>97,00%   | 100,00%<br>97,00%  | 97,00%<br>100,00%  | 93,75%<br>98,25%           | Back up Mandalika tgl 11 s.d 21 November 2021 Pukul 18:00 s/d 06:  |
| 35<br>36       | AVISKA AVITA SARI<br>DARJAT SUDARJAT                            | W<br>P        | 79771<br>79793          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG             | Yolanda Erziana<br>Yolanda Erziana                       | 97,00%<br>100,00%           | 100,00%<br>94,50% | 94,00%                       | 97,00%<br>97,00%           | 97,00%<br>94,00%            | 77,00%<br>97,00%  | 97,00%<br>97,00%           | 97,00%                     | 77,00%<br>77,00%           | 80,00%<br>97,00%   | 100,00%<br>94,00%  | 100,00%<br>91,00%  | 92,75%<br>94,17%           |  |
| 37<br>38       | ADELA MURTI<br>ANIDA FAZIA ZINI                                 | w             | 59898<br>57233          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG             | Yolanda Erziana<br>Yolanda Erziana                       | 97,00%<br>100,00%           | 97,00%<br>100,00% | 100,00%<br>97,00%            | 97,00%<br>100,00%          | 97,00%                      | 97,50%            | 100,00%                    | 97,00%                     | 100,00%                    | 80,00%<br>74,00%   | 97,00%<br>97,00%   | 94,00%<br>67,00%   | 95,25%<br>93,88%           | VALIDASI TELKOM CENTER   |
| 39<br>40       | AUGUST BUDIYANTO HARIS FADILAH                                  | P<br>P        | 57234<br>59900          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG             | Yolanda Erziana<br>Yolanda Erziana                       | 80,00%<br>94,00%            | 97,00%<br>97,00%  | 100,00%<br>94,00%            | 94,00%<br>97,50%           | 67,00%<br>97,00%            | 97,00%<br>97,00%  | 94,00%                     | 94,00%<br>97,50%           | 97,00%<br>97,50%           | 97,00%<br>97,00%   | 100,00%<br>100,00% | 91,00%<br>100,00%  | 92,33%<br>96,54%           |  |
|                | ANISA KHUSNUL MASTUTI<br>DENI FITRIANI                          | w             | 57247<br>57248          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG             | Yolanda Erziana<br>Yolanda Erziana                       | 94,00%                      | 100,00%           |                              | 97,00%<br>100,00%          | 94,00%                      | 100,00%<br>97,00% | 91,50%                     | 97,00%<br>97,00%           | 60,00%<br>80,00%           | 100,00%            | 97,00%             | 100,00%            | 93,96%<br>96,33%           |  |
| 43<br>44       | LUTHFI GANI HAKIM<br>MANGGAR PRAWIRANINGPRANG                   | P<br>P        | 57254<br>57256          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG             | Yolanda Erziana<br>Yolanda Erziana                       | 80,00%<br>97,00%            | 100,00%<br>87,00% | 100,00%<br>97,00%            | 100,00%<br>94,00%          | 100,00%                     | 97,00%<br>100,00% | 100,00%<br>100,00%         | 100,00%                    | 90,00%                     | 100,00%<br>100,00% | 80,00%<br>100,00%  | 100,00%<br>100,00% | 95,58%<br>97,92%           |  |
| 46             | ABDAUL MUQORROBIN EFY ANA MUFLICHATI                            | P<br>W        | 79772<br>79789          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG             | Yolanda Erziana<br>Yolanda Erziana                       | 94,00%                      | 94,00%<br>97,00%  | 100,00%<br>74,00%            | 77,00%<br>97,00%           | 97,00%<br>97,00%            | 97,00%<br>88,50%  | 97,00%<br>97,00%           | 97,00%<br>97,00%           | 97,00%<br>91,00%           | 97,00%<br>97,00%   | 97,00%<br>97,00%   | 100,00%<br>74,00%  | 95,33%<br>91,71%           |  |
| 47<br>48       | ANGGA DWIYONO PUTRA<br>DIAH AYU RIZKY KUSUMA RAMADHANI          | P<br>W        | 79824<br>79773          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG             | Yolanda Erziana<br>Anggi Putriani Prasetyo               | 94,00%                      | 94,00%            | 91,00%<br>71,00%             | 97,00%<br>74,00%           | 94,00%                      | 94,00%<br>87,00%  | 74,00%<br>97,00%           | 94,00%                     | 97,00%<br>94,00%           | 97,00%             | 94,00%             | 97,00%             | 93,08%<br>89,92%           |  |
| 49<br>50       | ELSA TARADHITA<br>ESTI WIJAYANTI                                | w             | 79774<br>79776          | VOICE          | Info Produk<br>LO          | SEMARANG<br>SEMARANG             | Anggi Putriani Prasetyo<br>Anggi Putriani Prasetyo       | 94,00%                      | 87,00%<br>97,00%  | 91,50%                       | 94,50%                     | 94,00%                      | 94,00%            | 87,00%<br>97,00%           | 94,00%                     | 97,00%                     | 97,00%             | 79,00%<br>77,00%   | 97,00%             | 92,17%<br>91,04%           |  |
|                | DEVITA NURUL AINI<br>FINTA INTAN PURBA                          | w             | 54600<br>79831          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG             | Anggi Putriani Prasetyo  Anggi Putriani Prasetyo         | 97,00%<br>97,00%            | 97,00%<br>100,00% | 94,00%<br>97,00%             | 97,00%<br>87,00%           | 97,00%<br>100,00%           | 97,00%<br>97,00%  | 80,00%<br>100,00%          | 91,00%                     | 97,00%<br>100,00%          | 94,00%<br>100,00%  | 100,00%<br>97,00%  | 97,00%             | 94,83%<br>97,08%           |  |
| 53<br>54       | HENDRA REZA HAVILDA<br>PUTERI TRIANA AUDINA                     | P<br>W        | 79853<br>59895          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG             | Anggi Putriani Prasetyo<br>Anggi Putriani Prasetyo       | 94,00%                      | 94,00%<br>87,00%  | 97,00%                       | 97,00%                     | 67,00%                      | 94,50%            | 97,00%                     | 100,00%                    | 100,00%                    | 97,00%             | 97,00%             | 97,00%             | 96,63%<br>90,21%           | VALIDASI TELKOM CENTER   |
|                | IKHDA MULIANA AGUSTIN<br>EVA FEBIYANI                           | w             | 79856<br>57249          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG             | Anggi Putriani Prasetyo<br>Anggi Putriani Prasetyo       | 57,00%<br>94,00%            | 57,00%<br>97,00%  | 91,00%<br>100,00%            | 97,00%<br>100,00%          | 77,00%<br>97,00%            | 94,00%<br>87,00%  | 94,00%<br>87,00%           | 94,50%<br>84,00%           | 97,00%<br>100,00%          | 100,00%<br>97,00%  | 100,00%            | 100,00%            | 88,21%<br>95,25%           |  |
|                | M UMAR SHOLEH MOHAMAD EKO MEIZENI W.S                           | P<br>P        | 57255<br>57257          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG             | Anggi Putriani Prasetyo<br>Anggi Putriani Prasetyo       | 97,00%<br>94,00%            | 97,00%<br>97,00%  | 87,00%<br>97,00%             | 97,00%<br>91,00%           | 94,00%<br>97,00%            | 97,00%<br>90,00%  | 100,00%<br>100,00%         | 97,00%<br>94,00%           | 94,00%<br>97,00%           | 97,00%<br>77,00%   | 100,00%<br>97,00%  | 97,00%             | 95,92%<br>94,00%           |  |
| 60             | MUHAMMAD ODI RACHMAWAN<br>VINI MEIFRISKA LESTARI                | P<br>W        | 57259<br>79790          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG             | Anggi Putriani Prasetyo  Anggi Putriani Prasetyo         | 97,00%<br>47,00%            |                   | 97,00%<br>97,00%             | 100,00%<br>84,00%          | 100,00%<br>84,50%           | 94,00%<br>54,00%  | 97,00%<br>87,50%           | 100,00%<br>100,00%         | 97,00%<br>97,00%           | 100,00%<br>97,00%  | 94,00%             |                    | 97,50%<br>86,58%           |  |
|                | FIRMAN ARDIANSYAH<br>LENY LUTFIANA AZHARI                       | P<br>W        | 79835<br>79781          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG             | Choirunnisa<br>Choirunnisa                               |                             |                   | 94,00%                       |                            | 97,00%<br>97,00%            | 97,00%<br>100,00% | 94,50%                     |                            |                            | 97,00%             | 97,00%             | 97,00%             | 93,13%<br>95,58%           |  |
| 63<br>64       | LUTFI EFA OKTAVIANI<br>M. IHSAN P.                              | W<br>P        | 79782<br>79836          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG             | Choirunnisa<br>Choirunnisa                               | 97,00%                      | 97,00%<br>77,00%  | 100,00%<br>91,00%            | 100,00%<br>88,00%          | 100,00%                     | 100,00%<br>91,00% | 97,00%<br>97,00%           | 100,00%<br>91,00%          | 97,00%<br>94,00%           | 97,00%<br>91,00%   | 97,00%<br>84,00%   | 70,00%<br>94,00%   | 96,00%<br>91,25%           |  |
| 65<br>66<br>67 | ANINDYA IFFA K. CHINDYANA FEBBY UTAMI                           | w             | 79855<br>59897          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG<br>SEMARANG | Choirunnisa<br>Choirunnisa                               | 100,00%<br>88,50%           | 100,00%<br>91,50% | 100,00%<br>97,00%            | 90,00%                     | 100,00%                     | 100,00%<br>94,00% | 97,00%                     | 94,00%                     | 97,00%<br>97,00%           | 100,00%<br>84,50%  | 97,50%<br>94,00%   | 97,00%<br>97,00%   | 96,54%<br>92,13%<br>92,46% |  |
| 68             | DITA APRILIA<br>ROBBY NANDA SURIYANDA                           | W<br>P        | 56009<br>56010          | VOICE          | LO<br>LO                   | SEMARANG                         | Choirunnisa<br>Choirunnisa                               | 97,00%<br>67,00%            | 97,00%<br>67,00%  | 80,00%<br>100,00%            | 100,00%<br>97,00%          | 87,00%<br>100,00%           | 80,00%<br>97,00%  | 97,50%<br>100,00%          | 97,00%<br>97,00%           | 97,00%<br>97,00%           | 80,00%<br>100,00%  | 97,00%<br>97,00%   | 100,00%            | 93,25%                     |  |
| 70             | FRIDANATA DEVI RATIKA MUHAMMAD FAISAL ABQORY RIKY ANGGARA PUTRA | P P           | 57251<br>57258          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG             | Choirunnisa<br>Choirunnisa                               | 97,00%<br>97,00%<br>100,00% | 97,00%            | 100,00%                      | 94,00%                     | 97,00%<br>77,50%            | 97,00%<br>91,50%  | 97,00%                     | 100,00%                    | 94,50%                     | 100,00%            | 100,00%            | 97,00%             | 93,71%<br>95,92%<br>92,17% |  |
| 71<br>72       | ROBBY DHINI SETIAWAN DIKY KABUL RUSDIANTO                       | P             | 62805<br>57264<br>79786 | VOICE<br>VOICE | LO<br>LO                   | SEMARANG<br>SEMARANG<br>SEMARANG | Choirunnisa<br>Choirunnisa<br>Choirunnisa                | 81,50%                      | 94,00%            | 100,00%<br>94,00%<br>100.00% | 97,00%<br>91,00%<br>97.00% | 100,00%<br>94,00%<br>97.00% | 97,00%<br>100.00% | 97,00%<br>91,00%<br>97,00% | 94,00%<br>97,00%<br>97,00% | 74,00%<br>91,00%<br>97.00% | 97,00%<br>100.00%  | 80,00%<br>97,00%   | 94,00%<br>94,00%   | 92,17%<br>93,21%<br>96,58% |  |
| 74             | MEILANI RAHAYUNINGRUM PUJI LESTARI                              | W             | 79784                   | VOICE          | LO                         | SEMARANG<br>SEMARANG             | Fitri Ani Sihaloho<br>Fitri Ani Sihaloho                 | 100,00%                     | 100,00%           | 100,00%                      | 57,00%                     | 70,00%                      | 100,00%           | 100,00%                    | 100,00%                    | 97,50%                     | 100,00%            | 97,50%             | 100,00%            | 93,50%                     |  |
|                | ADRIAN MUHAMMAD HUSEIN  | P             | 79857<br>79862          | VOICE          | 10                         | SEMARANG<br>SEMARANG             | Fitri Ani Shaloho  | 70,00%                      |                   | 100,00%<br>94,50%            | 100,00%<br>97,50%          | 80,00%<br>91,50%            | 97,00%<br>80,00%  | 100,00%<br>84,50%          | 100,00%<br>80,00%          | 100,00%<br>77,00%          | 77,00%<br>97,00%   | 60,00%<br>100,00%  | 80,00%             | 90,17%                     |  |
|                | RUCHI WILUTAMA SASQIA AYU LESTARI ISNI DYAH K.A                 | w             | 59899<br>57232<br>56000 | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG<br>SEMARANG | Fitri Ani Sihaloho Fitri Ani Sihaloho Fitri Ani Sihaloho | 100,00%                     |                   | 97,00%                       |                            | 97,00%                      | 97,00%            | 77,00%                     | 100,00%                    |                            |                    | 77,00%<br>100,00%  |                    | 94,83%<br>91,58%<br>92,13% |  |
| 90             | ISNI DYAH K.A<br>LINA NUR LATIFAH<br>RAHMAT AL HAFIZ            | W<br>P        | 56008<br>56006<br>57263 | VOICE          | LO                         | SEMARANG<br>SEMARANG<br>SEMARANG | Fitri Ani Sihaloho Fitri Ani Sihaloho Fitri Ani Sihaloho | 100,00%                     | 80,00%            |                              | 100,00%                    | 100,00%                     | 100,00%           | 90,00%                     | 100,00%                    | 90,00%<br>47,00%           | 100,00%            | 100,00%            |                    | 92,13%<br>92,25%<br>95,08% |  |
| 82             | AKHMAT AL HAFIZ  AKHMAD ALAUL HIMAM  MILLATUZZAHRINA            | P<br>W        | 57263<br>79780<br>79785 | VOICE          | LO<br>Info Produk          | SEMARANG<br>SEMARANG             | Fitri Ani Sihaloho<br>Fitri Ani Sihaloho                 |                             | 100,00%           | 100,00%                      |                            |                             |                   |                            |                            | 71,00%                     | 97,00%             | 90,00%             | 97,00%             | 90,00%                     |  |
| 84             | NURFITRIANA<br>ADITYA SANUBARI                                  | w             | 79785<br>79787<br>79806 | VOICE          | Info Produk                | SEMARANG<br>SEMARANG             | Fitri Ani Sihaloho<br>Fitri Ani Sihaloho                 | 100,00%                     | 97,00%            | 97,00%                       | 97,00%                     | 97,00%                      | 91,00%            | 77,00%                     | 97,00%                     | 94,50%                     | 97,00%             | 97,00%             | 97,00%             | 94,88%<br>83,21%           |  |
| 96             | AHMAD YUSUF ULUMUDDIN RIZAL THIRAFI ZUL FAHMI                   | P<br>P        | 79791<br>79799          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG             | Fitri Ani Sihaloho<br>Sondang BR Sagala                  | 94,00%                      | 74,50%            | 97,00%                       | 97,00%                     | 61,50%                      | 77,00%            | 97,50%                     | 87,00%                     | 87,00%                     | 91,00%             | 100,00%            |                    | 88,38%<br>81,29%           |  |
| 88             | RYSAWIJAYANTI PUTRI<br>SATRIANI BR KARO                         | w             | 79830<br>79834          | VOICE          | L0<br>Info Produk          | SEMARANG<br>SEMARANG             | Sondang BR Sagala<br>Sondang BR Sagala                   | 97,00%                      | 100,00%           |                              | 80,00%                     | 74,00%<br>97,00%            | 100,00%           | 90,00%                     | 100,00%                    | 94,50%                     | 97,00%             | 100,00%            | 80,00%             | 92,46%<br>96,00%           |  |
| 90             | YURISTIAN RIZALNI<br>MOCH. QADRI ARIE SYAFITRAH                 | P<br>P        | 79900<br>79858          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG             | Sondang BR Sagala<br>Sondang BR Sagala                   | 97,00%                      | 97,00%            | 97,00%                       |                            | 57,00%<br>74,00%            | 97,00%<br>100,00% | 100,00%                    |                            |                            |                    | 100,00%            |                    | 93,92%<br>94,42%           |  |
|                | MARINDA IKA DEWI SAKARIANA<br>NOVA SETYANINGRUM                 | w             | 57229<br>56005          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG             | Sondang BR Sagala<br>Sondang BR Sagala                   | 100,00%                     | 100,00%<br>97,00% | 100,00%                      | 87,00%<br>70,00%           | 100,00%                     | 100,00%           | 100,00%<br>77,00%          | 100,00%<br>97,00%          | 100,00%                    | 100,00%            | 100,00%            |                    | 98,92%<br>90,25%           |  |
| 14             | INTAN PINILIH HANISTYA<br>NOR RAHMA ASTRIYANI                   | w             | 57252<br>57261          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG             | Sondang BR Sagala<br>Sondang BR Sagala                   | 100,00%                     | 97,50%            | 77,00%<br>94,00%             | 50,00%                     | 84,00%<br>97,00%            | 90,00%<br>97,00%  | 100,00%<br>94,00%          | 100,00%<br>97,00%          | 74,00%                     |                    | 87,00%<br>97,00%   | 97,00%             | 88,04%<br>86,17%           |  |
| 6              | SYAH EMBO LANTANG<br>DICKY                                      | P<br>P        | 57268<br>79783          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG             | Sondang BR Sagala<br>Sondang BR Sagala                   | 97,00%                      | 100,00%           | 97,00%                       | 94,00%                     | 100,00%                     | 100,00%           | 100,00%                    | 100,00%                    | 100,00%                    | 100,00%            | 97,00%             | 100,00%            | 98,75%<br>77,54%           |  |
|                | INDRA WIBOWO RADENTA NADIBUNDA JAYANTARA                        | P<br>P        | 79798<br>72514          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG             | Sondang BR Sagala<br>Sondang BR Sagala                   |                             |                   | 100,00%                      |                            | 80,00%                      | 80,00%            | 100,00%                    |                            |                            |                    | 90,00%             |                    | 89,83%<br>92,08%           |  |
| 00<br>01       | GREGORIUS FRANJAYA SETYA DEWA<br>NOVITA SARI ARIFIN             | P<br>W        | 79852<br>57262          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG             | Sondang BR Sagala<br>Ahmad Chandra Kumlawan              | 61,50%                      | 97,00%            |                              | 84,50%                     | 97,50%<br>91,50%            | 97,50%<br>91,50%  | 94,50%<br>91,50%           | 97,50%                     | 97,50%                     | 94,50%             |                    | 64,50%             | 89,58%<br>89,92%           |  |
| 02             | SITI KOMARIYAH<br>SHAFIRA ARLINA                                | w             | 57267<br>57266          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG             | Ahmad Chandra Kurniawan<br>Ahmad Chandra Kurniawan       | 97,00%                      | 80,00%            |                              | 97,00%                     | 94,00%<br>100,00%           | 94,00%<br>97,00%  | 97,00%<br>100,00%          | 97,00%<br>97,00%           | 97,00%<br>94,00%           | 100,00%            | 100,00%<br>94,00%  |                    | 95,83%<br>97,25%           |  |
| 04             | WAHYU ROKHMANA<br>WENY IRMA SYAFRIL                             | w             | 57269<br>57270          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG             | Ahmad Chandra Kurniawan<br>Ahmad Chandra Kurniawan       | 100,00%                     | 80,00%            | 90,00%                       | 100,00%                    | 97,00%                      | 100,00%           | 100,00%                    | 97,00%<br>97,00%           | 84,50%<br>97,00%           | 97,50%             | 94,50%             | 100,00%            | 95,04%<br>94,63%           |  |
| 06<br>07       | WILDAN AUDINA<br>YOHANA KARTIKA WARDANI                         | w             | 57271<br>57273          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG             | Ahmad Chandra Kurniawan<br>Ahmad Chandra Kurniawan       | 100,00%<br>97,00%           | 100,00%<br>80,00% | 80,00%<br>100,00%            | 70,00%<br>100,00%          | 94,00%<br>97,00%            | 100,00%           | 94,50%<br>91,50%           | 100,00%<br>94,00%          | 94,00%<br>87,00%           | 94,50%<br>97,00%   | 100,00%<br>97,00%  |                    | 92,00%<br>95,04%           |  |
| 08             | ACHMAD BAROJI<br>ADDAM IKHSAN ANJASMARA                         | P<br>P        | 57243<br>57244          | VOICE          | LO<br>LO                   | SEMARANG<br>SEMARANG             | Ahmad Chandra Kurniawan<br>Ahmad Chandra Kurniawan       | 84,50%<br>94,00%            | 84,50%            | 97,50%                       | 94,00%<br>87,00%           | 87,00%<br>94,00%            | 94,00%            | 97,00%<br>94,00%           | 84,50%<br>97,00%           |                            |                    | 87,50%<br>97,00%   | 84,50%             | 89,33%<br>93,00%           |  |
| 10             | ALEXIUS YOGA PRIMADANA  | Р             | 57245                   | VOICE          | LO                         | SEMARANG                         | Ahmad Chandra Kumlawan                                   | 97,00%                      | 94,00%            | 74,00%                       | 94,00%                     | 100,00%                     | 94,00%            | 94,00%                     | 97,00%                     | 97,00%                     | 91,50%             | 94,00%             | 94,50%             | 93,42%                     |  |
|                | ANDHIKA BRAMANTYA   | P             | 57246                   | VOICE          | LO                         | SEMARANG                         | Ahmad Chandra Kurniawan                                  | 90,00%                      | 90,00%            | 100,00%                      | 97,00%                     |                             |                   |                            |                            | 97,00%                     | 100,00%            | 100,00%            | 97,00%             | 96,38%                     | Back up Mandalika tgl 11 s.d 21 November 2021 Pukul 18:00 s/d 06   |

REAL TIME OM SCORE PER AGENT LAYANAN VOICE TENESA ALL SI

BULAN: NOVEMBER 2021

|   |   |      |               |          |         |       |      |              |           |   |           |   |   | SAMPI | ING#      |   |   |    |          |            | AVERAGE |  |
|---|---|------|---------------|----------|---------|-------|------|--------------|-----------|---|-----------|---|---|-------|-----------|---|---|----|----------|------------|---------|--|
| N | ۰ | NAMA | JENIS KELAMIN | LOGIN ID | LAYANAN | LEVEL | SITE | QCO Handling | Periode 1 |   | Periode 2 |   |   |       | Periode 3 |   |   |    | QM SCORE | KETERANGAN |         |  |
|   |   |      |               |          |         |       |      |              | 1         | 2 | 3         | 4 | 5 | 6     | 7         | 8 | 9 | 10 | 11       | 12         |         |  |

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|---|--------|---------------|---------------|----------|---------|-------|------|--------------|---|------|------|---|---|-------|------|---|---|-------|------|----|---------------------|------------|
|   |        | NAMA          |               |          |         |       | SITE | QCO Handling |   |      |      |   |   | SAMPL | ING# |   |   |       |      |    |                     |            |
|   | NO     |               | JENIS KELAMIN | LOGIN ID | LAYANAN | LEVEL |      |              |   | Perk | de 1 |   |   | Perk  | de 2 |   |   | Perio | de 3 |    | AVERAGE<br>QM SCORE | KETERANGAN |
|   |        |               |               |          |         |       |      |              | 1 | 2    | 3    | 4 | 5 | 6     | 7    | 8 | 9 | 10    | 11   | 12 |                     |            |

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