

FORM PENILAIAN KINERJA AGENT LEVEL 1

| NO | ASPEK | | BOBOT | NILAI | | | | | CATATAN |
|----------|----------------------|-------------------------------|-------------|-------|---|---|---|---|---------|
| | | | | 5 | 4 | 3 | 2 | 1 | |
| 1 | PRODUKTIVITAS | | 100% | | | | | | |
| | 1 | Login/Keterlambatan | 10% | | | | | | |
| | 2 | Absensi/ Kehadiran | 20% | | | | | | |
| | 3 | Staff Time | 20% | | | | | | |
| | 4 | Closed & Progress Tiket | 30% | | | | | | |
| | 5 | Outgoing Call | 10% | | | | | | |
| | 6 | Durasi Loker | 10% | | | | | | |
| 2 | KUALITAS | | 80% | | | | | | |
| | 6 | Quality of Ticket Handling | 40% | | | | | | |
| | 7 | Pengetahuan Produk & Prosedur | 40% | | | | | | |
| 3 | KEDISIPLINAN | | 20% | | | | | | |
| | 8 | Pembinaan Agent | 20% | | | | | | |
| | | | 200% | | | | | | |