

FORM PENILAIAN KINERJA AGENT EMAIL

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	Respond Time Email	30%						
	5	Progres dan closed tiket EMS	20%						
2	KUALITAS		80%						
	6	Quality of Ticket Handling	40%						
	7	Pengetahuan Produk & Prosedur	40%						
3	KEDISIPLINAN		20%						
	8	Pembinaan Agent	20%						
			200%						