

FORM MYSTERY OMNI CHANNEL - SOCMED  
PT. INFOMEDIA NUSANTARA



Mistery Caller : Biqi Muhamad Rizal  
Periode : Juni 2021

AKSES

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

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        |                  | Parameter |   | Key Factor |         | Sampling 1 |         | Sampling 2 |         | Sampling 3 |         | AVG Officer |    |                      |  |
|-----------|------------------|-----------|---|------------|---------|------------|---------|------------|---------|------------|---------|-------------|----|----------------------|--|
|           |                  |           |   |            |         | Nilai      |         | Nilai      |         | Nilai      |         | Nilai       |    | Improvement Priority |  |
| 3         | Correct Handling | 3         | a. Verifikasi data & Validasi   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  |           | b. Identifikasi kebutuhan pelanggan   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  | 4         | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

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|----|---------------|------------|----------------------------------|------------|------------|------------|-----------|-----|---------|
|    |               |            |                                  | Nilai      | Nilai      | Nilai      | Nilai     | MAX | %       |
| 1  | Response Time | 1          | Pukul 00.00 - 06.00 (dalam kali) |            |            |            |           | 5   | 0.00%   |
|    |               | 2          | Pukul 06.00 - 12.00 (dalam kali) | 5          |            |            | 5.00      | 5   | 100.00% |
|    |               | 3          | Pukul 12.00 - 18.00 (dalam kali) |            | 5          |            | 5.00      | 5   | 100.00% |
|    |               | 4          | Pukul 18.00 - 24.00 (dalam kali) |            |            | 5          | 5.00      | 5   | 100.00% |

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        | Parameter        | Key Factor |   | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|------------------|------------|---|------------|------------|------------|-------------|----------------------|
|           |                  |            |   | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 3         | Correct Handling | 3          | a. Verifikasi data & Validasi   | 1          | 1          | 1          | 100%        | LS                   |
|           |                  |            | b. Identifikasi kebutuhan pelanggan   | 1          | 1          | 1          | 100%        | LS                   |
|           |                  | 4          | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
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| No | Parameter     | Key Factor |                                  | Sampling 1 | Sampling 2 | Sampling 3 | (Layanan) |     |         |
|----|---------------|------------|----------------------------------|------------|------------|------------|-----------|-----|---------|
|    |               |            |                                  | Nilai      | Nilai      | Nilai      | Nilai     | MAX | %       |
| 1  | Response Time | 1          | Pukul 00.00 - 06.00 (dalam kali) |            |            |            |           | 5   | 0.00%   |
|    |               | 2          | Pukul 06.00 - 12.00 (dalam kali) | 5          |            |            | 5.00      | 5   | 100.00% |
|    |               | 3          | Pukul 12.00 - 18.00 (dalam kali) |            | 5          |            | 5.00      | 5   | 100.00% |
|    |               | 4          | Pukul 18.00 - 24.00 (dalam kali) |            |            | 5          | 5.00      | 5   | 100.00% |

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        |                  | Parameter |   | Key Factor |         | Sampling 1 |         | Sampling 2 |         | Sampling 3 |         | AVG Officer |    |                      |  |
|-----------|------------------|-----------|---|------------|---------|------------|---------|------------|---------|------------|---------|-------------|----|----------------------|--|
|           |                  |           |   |            |         | Nilai      |         | Nilai      |         | Nilai      |         | Nilai       |    | Improvement Priority |  |
| 3         | Correct Handling | 3         | a. Verifikasi data & Validasi   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  |           | b. Identifikasi kebutuhan pelanggan   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  | 4         | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
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|----|---------------|------------|----------------------------------|------------|------------|------------|-----------|-----|---------|
|    |               |            |                                  | Nilai      | Nilai      | Nilai      | Nilai     | MAX | %       |
| 1  | Response Time | 1          | Pukul 00.00 - 06.00 (dalam kali) |            |            |            |           | 5   | 0.00%   |
|    |               | 2          | Pukul 06.00 - 12.00 (dalam kali) | 5          |            |            | 5.00      | 5   | 100.00% |
|    |               | 3          | Pukul 12.00 - 18.00 (dalam kali) |            | 5          |            | 5.00      | 5   | 100.00% |
|    |               | 4          | Pukul 18.00 - 24.00 (dalam kali) |            |            | 5          | 5.00      | 5   | 100.00% |

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        | Parameter        | Key Factor |   | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|------------------|------------|---|------------|------------|------------|-------------|----------------------|
|           |                  |            |   | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 3         | Correct Handling | 3          | a. Verifikasi data & Validasi   | 1          | 1          | 1          | 100%        | LS                   |
|           |                  |            | b. Identifikasi kebutuhan pelanggan   | 1          | 1          | 1          | 100%        | LS                   |
|           |                  | 4          | 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       | 5       | 5       | 5       | 15      | 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 |  |             |       |
| 3  |              |  |             |       |
| 4  |              |  |             |       |
| 5  |              |  |             |       |

| No | Parameter/Key Factor     | Skala Nilai | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
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|----|---------------|------------|----------------------------------|------------|------------|------------|-----------|-----|---------|
|    |               |            |                                  | Nilai      | Nilai      | Nilai      | Nilai     | MAX | %       |
| 1  | Response Time | 1          | Pukul 00.00 - 06.00 (dalam kali) |            |            |            |           | 5   | 0.00%   |
|    |               | 2          | Pukul 06.00 - 12.00 (dalam kali) | 5          |            |            | 5.00      | 5   | 100.00% |
|    |               | 3          | Pukul 12.00 - 18.00 (dalam kali) |            | 5          |            | 5.00      | 5   | 100.00% |
|    |               | 4          | Pukul 18.00 - 24.00 (dalam kali) |            |            | 5          | 5.00      | 5   | 100.00% |

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        |                  | Parameter |   | Key Factor |         | Sampling 1 |         | Sampling 2 |         | Sampling 3 |         | AVG Officer |    |                      |  |
|-----------|------------------|-----------|---|------------|---------|------------|---------|------------|---------|------------|---------|-------------|----|----------------------|--|
|           |                  |           |   |            |         | Nilai      |         | Nilai      |         | Nilai      |         | Nilai       |    | Improvement Priority |  |
| 3         | Correct Handling | 3         | a. Verifikasi data & Validasi   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  |           | b. Identifikasi kebutuhan pelanggan   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  | 4         | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

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|----|---------------|------------|----------------------------------|------------|------------|------------|-----------|-----|---------|
|    |               |            |                                  | Nilai      | Nilai      | Nilai      | Nilai     | MAX | %       |
| 1  | Response Time | 1          | Pukul 00.00 - 06.00 (dalam kali) |            |            |            |           | 5   | 0.00%   |
|    |               | 2          | Pukul 06.00 - 12.00 (dalam kali) | 5          |            |            | 5.00      | 5   | 100.00% |
|    |               | 3          | Pukul 12.00 - 18.00 (dalam kali) |            | 5          |            | 5.00      | 5   | 100.00% |
|    |               | 4          | Pukul 18.00 - 24.00 (dalam kali) |            |            | 5          | 5.00      | 5   | 100.00% |

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        | Parameter        | Key Factor |   | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|------------------|------------|---|------------|------------|------------|-------------|----------------------|
|           |                  |            |   | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 3         | Correct Handling | 3          | a. Verifikasi data & Validasi   | 1          | 1          | 1          | 100%        | LS                   |
|           |                  |            | b. Identifikasi kebutuhan pelanggan   | 1          | 1          | 1          | 100%        | LS                   |
|           |                  | 4          | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

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

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        |                  | Parameter |   | Key Factor |         | Sampling 1 |         | Sampling 2 |         | Sampling 3 |         | AVG Officer |    |                      |  |
|-----------|------------------|-----------|---|------------|---------|------------|---------|------------|---------|------------|---------|-------------|----|----------------------|--|
|           |                  |           |   |            |         | Nilai      |         | Nilai      |         | Nilai      |         | Nilai       |    | Improvement Priority |  |
| 3         | Correct Handling | 3         | a. Verifikasi data & Validasi   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  |           | b. Identifikasi kebutuhan pelanggan   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  | 4         | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

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

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        |                  | Parameter |   | Key Factor |         | Sampling 1 |         | Sampling 2 |         | Sampling 3 |         | AVG Officer |    |                      |  |
|-----------|------------------|-----------|---|------------|---------|------------|---------|------------|---------|------------|---------|-------------|----|----------------------|--|
|           |                  |           |   |            |         | Nilai      |         | Nilai      |         | Nilai      |         | Nilai       |    | Improvement Priority |  |
| 3         | Correct Handling | 3         | a. Verifikasi data & Validasi   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  |           | b. Identifikasi kebutuhan pelanggan   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  | 4         | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

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

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        | Parameter        | Key Factor |   | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|------------------|------------|---|------------|------------|------------|-------------|----------------------|
|           |                  |            |   | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 3         | Correct Handling | 3          | a. Verifikasi data & Validasi   | 1          | 1          | 1          | 100%        | LS                   |
|           |                  |            | b. Identifikasi kebutuhan pelanggan   | 1          | 1          | 1          | 100%        | LS                   |
|           |                  | 4          | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

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

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        | Parameter        | Key Factor |   | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|------------------|------------|---|------------|------------|------------|-------------|----------------------|
|           |                  |            |   | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 3         | Correct Handling | 3          | a. Verifikasi data & Validasi   | 1          | 1          | 1          | 100%        | LS                   |
|           |                  |            | b. Identifikasi kebutuhan pelanggan   | 1          | 1          | 1          | 100%        | LS                   |
|           |                  | 4          | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

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

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        | Parameter        | Key Factor |   | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|------------------|------------|---|------------|------------|------------|-------------|----------------------|
|           |                  |            |   | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 3         | Correct Handling | 3          | a. Verifikasi data & Validasi   | 1          | 1          | 1          | 100%        | LS                   |
|           |                  |            | b. Identifikasi kebutuhan pelanggan   | 1          | 1          | 1          | 100%        | LS                   |
|           |                  | 4          | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

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

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        | Parameter        | Key Factor |   | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|------------------|------------|---|------------|------------|------------|-------------|----------------------|
|           |                  |            |   | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 3         | Correct Handling | 3          | a. Verifikasi data & Validasi   | 1          | 1          | 1          | 100%        | LS                   |
|           |                  |            | b. Identifikasi kebutuhan pelanggan   | 1          | 1          | 1          | 100%        | LS                   |
|           |                  | 4          | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

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

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor                                   | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1 Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2 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           |                      |

B. SOLUSI LAYANAN

| No        | Parameter        | Key Factor |   | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|------------------|------------|---|------------|------------|------------|-------------|----------------------|
|           |                  |            |   | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 3         | Correct Handling | 3          | a. Verifikasi data & Validasi   | 1          | 1          | 1          | 100%        | LS                   |
|           |                  |            | b. Identifikasi kebutuhan pelanggan   | 1          | 1          | 1          | 100%        | LS                   |
|           |                  | 4          | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

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

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        |                  | Parameter |   | Key Factor |         | Sampling 1 |         | Sampling 2 |         | Sampling 3 |         | AVG Officer |    |                      |  |
|-----------|------------------|-----------|---|------------|---------|------------|---------|------------|---------|------------|---------|-------------|----|----------------------|--|
|           |                  |           |   |            |         | Nilai      |         | Nilai      |         | Nilai      |         | Nilai       |    | Improvement Priority |  |
| 3         | Correct Handling | 3         | a. Verifikasi data & Validasi   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  |           | b. Identifikasi kebutuhan pelanggan   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  | 4         | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

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Mistery Caller : Biqi Muhamad Rizal  
Periode : Juni 2021

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

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor                                   | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1 Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2 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           |                      |

B. SOLUSI LAYANAN

| No        |                  | Parameter |   | Key Factor |         | Sampling 1 |         | Sampling 2 |         | Sampling 3 |         | AVG Officer |    |                      |  |
|-----------|------------------|-----------|---|------------|---------|------------|---------|------------|---------|------------|---------|-------------|----|----------------------|--|
|           |                  |           |   |            |         | Nilai      |         | Nilai      |         | Nilai      |         | Nilai       |    | Improvement Priority |  |
| 3         | Correct Handling | 3         | a. Verifikasi data & Validasi   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  |           | b. Identifikasi kebutuhan pelanggan   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  | 4         | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

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

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        |                  | Parameter |   | Key Factor |         | Sampling 1 |         | Sampling 2 |         | Sampling 3 |         | AVG Officer |    |                      |  |
|-----------|------------------|-----------|---|------------|---------|------------|---------|------------|---------|------------|---------|-------------|----|----------------------|--|
|           |                  |           |   |            |         | Nilai      |         | Nilai      |         | Nilai      |         | Nilai       |    | Improvement Priority |  |
| 3         | Correct Handling | 3         | a. Verifikasi data & Validasi   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  |           | b. Identifikasi kebutuhan pelanggan   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  | 4         | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

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

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor                                   | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1 Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2 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           |                      |

B. SOLUSI LAYANAN

| No        |                  | Parameter |   | Key Factor |         | Sampling 1 |         | Sampling 2 |         | Sampling 3 |         | AVG Officer |    |                      |  |
|-----------|------------------|-----------|---|------------|---------|------------|---------|------------|---------|------------|---------|-------------|----|----------------------|--|
|           |                  |           |   |            |         | Nilai      |         | Nilai      |         | Nilai      |         | Nilai       |    | Improvement Priority |  |
| 3         | Correct Handling | 3         | a. Verifikasi data & Validasi   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  |           | b. Identifikasi kebutuhan pelanggan   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  | 4         | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

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

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        |                  | Parameter |   | Key Factor |         | Sampling 1 |         | Sampling 2 |         | Sampling 3 |         | AVG Officer |    |                      |  |
|-----------|------------------|-----------|---|------------|---------|------------|---------|------------|---------|------------|---------|-------------|----|----------------------|--|
|           |                  |           |   |            |         | Nilai      |         | Nilai      |         | Nilai      |         | Nilai       |    | Improvement Priority |  |
| 3         | Correct Handling | 3         | a. Verifikasi data & Validasi   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  |           | b. Identifikasi kebutuhan pelanggan   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  | 4         | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

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

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        |                  | Parameter |   | Key Factor |         | Sampling 1 |         | Sampling 2 |         | Sampling 3 |         | AVG Officer |    |                      |  |
|-----------|------------------|-----------|---|------------|---------|------------|---------|------------|---------|------------|---------|-------------|----|----------------------|--|
|           |                  |           |   |            |         | Nilai      |         | Nilai      |         | Nilai      |         | Nilai       |    | Improvement Priority |  |
| 3         | Correct Handling | 3         | a. Verifikasi data & Validasi   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  |           | b. Identifikasi kebutuhan pelanggan   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  | 4         | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

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Periode : Juni 2021

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

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        | Parameter        | Key Factor |   | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|------------------|------------|---|------------|------------|------------|-------------|----------------------|
|           |                  |            |   | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 3         | Correct Handling | 3          | a. Verifikasi data & Validasi   | 1          | 1          | 1          | 100%        | LS                   |
|           |                  |            | b. Identifikasi kebutuhan pelanggan   | 1          | 1          | 1          | 100%        | LS                   |
|           |                  | 4          | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

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FORM MYSTERY OMNI CHANNEL - SOCMED  
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Mistery Caller : Biqi Muhamad Rizal  
Periode : Juni 2021

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

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        |                  | Parameter |   | Key Factor |         | Sampling 1 |         | Sampling 2 |         | Sampling 3 |         | AVG Officer |    |                      |  |
|-----------|------------------|-----------|---|------------|---------|------------|---------|------------|---------|------------|---------|-------------|----|----------------------|--|
|           |                  |           |   |            |         | Nilai      |         | Nilai      |         | Nilai      |         | Nilai       |    | Improvement Priority |  |
| 3         | Correct Handling | 3         | a. Verifikasi data & Validasi   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  |           | b. Identifikasi kebutuhan pelanggan   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  | 4         | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

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

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        | Parameter        | Key Factor |   | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|------------------|------------|---|------------|------------|------------|-------------|----------------------|
|           |                  |            |   | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 3         | Correct Handling | 3          | a. Verifikasi data & Validasi   | 1          | 1          | 1          | 100%        | LS                   |
|           |                  |            | b. Identifikasi kebutuhan pelanggan   | 1          | 1          | 1          | 100%        | LS                   |
|           |                  | 4          | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

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Mistery Caller : Biqi Muhamad Rizal  
Periode : Juni 2021

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

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        |                  | Parameter |   | Key Factor |         | Sampling 1 |         | Sampling 2 |         | Sampling 3 |         | AVG Officer |    |                      |  |
|-----------|------------------|-----------|---|------------|---------|------------|---------|------------|---------|------------|---------|-------------|----|----------------------|--|
|           |                  |           |   |            |         | Nilai      |         | Nilai      |         | Nilai      |         | Nilai       |    | Improvement Priority |  |
| 3         | Correct Handling | 3         | a. Verifikasi data & Validasi   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  |           | b. Identifikasi kebutuhan pelanggan   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  | 4         | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

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

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        |                  | Parameter |   | Key Factor |         | Sampling 1 |         | Sampling 2 |         | Sampling 3 |         | AVG Officer |    |                      |  |
|-----------|------------------|-----------|---|------------|---------|------------|---------|------------|---------|------------|---------|-------------|----|----------------------|--|
|           |                  |           |   |            |         | Nilai      |         | Nilai      |         | Nilai      |         | Nilai       |    | Improvement Priority |  |
| 3         | Correct Handling | 3         | a. Verifikasi data & Validasi   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  |           | b. Identifikasi kebutuhan pelanggan   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  | 4         | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

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

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        |                  | Parameter |   | Key Factor |         | Sampling 1 |         | Sampling 2 |         | Sampling 3 |         | AVG Officer |    |                      |  |
|-----------|------------------|-----------|---|------------|---------|------------|---------|------------|---------|------------|---------|-------------|----|----------------------|--|
|           |                  |           |   |            |         | Nilai      |         | Nilai      |         | Nilai      |         | Nilai       |    | Improvement Priority |  |
| 3         | Correct Handling | 3         | a. Verifikasi data & Validasi   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  |           | b. Identifikasi kebutuhan pelanggan   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  | 4         | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

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Mistery Caller : Biqi Muhamad Rizal  
Periode : Juni 2021

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

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        |                  | Parameter |   | Key Factor |         | Sampling 1 |         | Sampling 2 |         | Sampling 3 |         | AVG Officer |    |                      |  |
|-----------|------------------|-----------|---|------------|---------|------------|---------|------------|---------|------------|---------|-------------|----|----------------------|--|
|           |                  |           |   |            |         | Nilai      |         | Nilai      |         | Nilai      |         | Nilai       |    | Improvement Priority |  |
| 3         | Correct Handling | 3         | a. Verifikasi data & Validasi   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  |           | b. Identifikasi kebutuhan pelanggan   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  | 4         | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - SOCMED  
PT. INFOMEDIA NUSANTARA



Mistery Caller : Biqi Muhamad Rizal  
Periode : Juni 2021

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

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        |                  | Parameter |   | Key Factor |         | Sampling 1 |         | Sampling 2 |         | Sampling 3 |         | AVG Officer |    |                      |  |
|-----------|------------------|-----------|---|------------|---------|------------|---------|------------|---------|------------|---------|-------------|----|----------------------|--|
|           |                  |           |   |            |         | Nilai      |         | Nilai      |         | Nilai      |         | Nilai       |    | Improvement Priority |  |
| 3         | Correct Handling | 3         | a. Verifikasi data & Validasi   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  |           | b. Identifikasi kebutuhan pelanggan   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  | 4         | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - SOCMED  
PT. INFOMEDIA NUSANTARA



Mistery Caller : Biqi Muhamad Rizal  
Periode : Juni 2021

AKSES

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

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        |                  | Parameter |   | Key Factor |         | Sampling 1 |         | Sampling 2 |         | Sampling 3 |         | AVG Officer |    |                      |  |
|-----------|------------------|-----------|---|------------|---------|------------|---------|------------|---------|------------|---------|-------------|----|----------------------|--|
|           |                  |           |   |            |         | Nilai      |         | Nilai      |         | Nilai      |         | Nilai       |    | Improvement Priority |  |
| 3         | Correct Handling | 3         | a. Verifikasi data & Validasi   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  |           | b. Identifikasi kebutuhan pelanggan   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  | 4         | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

SUMMARY ANALISA:

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PT. INFOMEDIA NUSANTARA



Mistery Caller : Biqi Muhamad Rizal  
Periode : Juni 2021

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

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        | Parameter        | Key Factor |   | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|------------------|------------|---|------------|------------|------------|-------------|----------------------|
|           |                  |            |   | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 3         | Correct Handling | 3          | a. Verifikasi data & Validasi   | 1          | 1          | 1          | 100%        | LS                   |
|           |                  |            | b. Identifikasi kebutuhan pelanggan   | 1          | 1          | 1          | 100%        | LS                   |
|           |                  | 4          | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - SOCMED  
PT. INFOMEDIA NUSANTARA



Mistery Caller : Biqi Muhamad Rizal  
Periode : Juni 2021

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

A. SIKAP LAYANAN

| No        | Parameter            | Key Factor |  | Sampling 1 | Sampling 2 | Sampling 3 | AVG Officer |                      |
|-----------|----------------------|------------|--|------------|------------|------------|-------------|----------------------|
|           |                      |            |  | Nilai      | Nilai      | Nilai      | Nilai       | Improvement Priority |
| 1         | Writing Skills       | 1          | Bahasa penulisan yang baik dan benar       | 1          | 1          | 1          | 100%        | LS                   |
| 2         | Helpfulness & Empaty | 2          | 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           |                      |

B. SOLUSI LAYANAN

| No        |                  | Parameter |   | Key Factor |         | Sampling 1 |         | Sampling 2 |         | Sampling 3 |         | AVG Officer |    |                      |  |
|-----------|------------------|-----------|---|------------|---------|------------|---------|------------|---------|------------|---------|-------------|----|----------------------|--|
|           |                  |           |   |            |         | Nilai      |         | Nilai      |         | Nilai      |         | Nilai       |    | Improvement Priority |  |
| 3         | Correct Handling | 3         | a. Verifikasi data & Validasi   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  |           | b. Identifikasi kebutuhan pelanggan   |            | 1       |            | 1       |            | 1       |            | 100%    |             | LS |                      |  |
|           |                  | 4         | 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       | 5       | 5       | 5       | 15      | 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 | Detil        |
|----|--------------------------|-------------|--------------|
| 1  | Respon Time, dalam Menit | 5           | < = 15 Menit |
|    |                          | 3           | > 15 Menit   |

SUMMARY ANALISA: