

# SLA TENESA 2022



No	Parameter	Bobot	Target
1	Quality Monitoring Score	9	90%
2	Mystery Omni Channel index (30 Sample/Channel/hari)	8	90%
3	Service Level (SL)	10	95%
4	Response Time (30 Menit)	10	95%
5	Update Regular kepada Customer (1 Jam)	10	95%
6	TTR Loker Agent (10% dari TTR Customer)	8	10%
7	Follow up terhadap alarm Pro-Active (Clear atau valid)	10	90%
8	TTR Compliance sesuai SLA	3	92%
9	Rata rata pencapaian KPI Agent	10	90%
10	Caring terkonfirmasi (All tiket yang tidak comply dan hard complain/case khusus)	5	100%
11	<b>Customer Satisfaction Score</b>	<b>7</b>	<b>80%</b>
12	<b>FCR (First Contact Resolution)</b>	<b>10</b>	<b>95%</b>