

FORM PENILAIAN KINERJA AGENT GLOBAL

NO	ASPEK		BOBOT	NILAI					CATATAN
				5	4	3	2	1	
1	PRODUKTIVITAS		100%						
	1	Login/Keterlambatan	10%						
	2	Absensi/ Kehadiran	20%						
	3	Staff Time	20%						
	4	Closed & Progress Tiket	20%						
	5	AHT (Avg Handling Time)	10%						
	6	Durasi Loker	10%						
	7	Response Time Email	10%						
2	KUALITAS		80%						
	7	QUALITY OF TICKET HANDLING	40%						
		Kualitas Penanganan Tiket Gangguan							
		Kualitas Phone and Email Handling							
	8	Pengetahuan Produk & Prosedur	40%						
3	KEDISPLINAN		20%						
	9	Pembinaan Agent	20%						