

REAL TIME QM SCORE PER AGENT LAYANAN VOICE TENESA ALL SITE

BULAN : SEPTEMBER 2021

NO	NAMA	JENIS KELAMIN	LOGIN ID	LAYANAN	LEVEL	SITE	QCO Handling	SAMPLING #												AVERAGE QM SCORE	KETERANGAN
								Periode 1				Periode 2				Periode 3					
								1	2	3	4	5	6	7	8	9	10	11	12		
1	PRADHITA SALSABILA PUTRI PURNOMO	W	76143	VOICE	L0	BANDUNG	Rizky Adi Purnama	97,00%	97,00%	97,00%	74,00%	100,00%	100,00%	97,00%	70,00%	97,00%	94,00%	100,00%	77,00%	91,67%	
2	SARAH KYLA YASMIN GUMILAR	W	76090	VOICE	L0	BANDUNG	Rizky Adi Purnama	97,00%	80,00%	100,00%	40,00%	97,00%	80,00%	100,00%	97,00%	77,00%	97,00%	100,00%	37,00%	83,50%	
3	TESSA RINDIYANI	W	58690	VOICE	L0	BANDUNG	Rizky Adi Purnama	97,00%	100,00%	100,00%	100,00%	97,00%	100,00%	90,00%	80,00%	100,00%	100,00%	100,00%	100,00%	97,00%	
4	TIARA ANDINI JUHENDI	W	76091	VOICE	L0	BANDUNG	Rizky Adi Purnama	94,00%	94,00%	97,00%	94,00%	94,00%	97,00%	97,00%	94,00%	94,00%	97,00%	94,00%	77,00%	93,58%	
5	MAULANA LUQMAN	P	58699	VOICE	L0	BANDUNG	Rizky Adi Purnama	91,50%	74,50%	61,50%	77,00%	94,00%	74,00%	77,00%	97,00%	77,00%	91,50%	94,50%	74,00%	81,96%	
6	SAMUEL SETYAJI	P	62727	VOICE	L0	BANDUNG	Rizky Adi Purnama	97,00%	100,00%	64,00%	77,00%	94,00%	94,00%	100,00%	77,00%	90,00%	97,00%	100,00%	100,00%	90,83%	
7	YOGI TRIONO	P	58686	VOICE	L0	BANDUNG	Rizky Adi Purnama	87,00%	91,00%	97,00%	97,00%	94,00%	97,00%	100,00%	97,00%	94,00%	97,00%	94,00%	88,00%	94,42%	
8	YUDDY DARMAWAN	P	58695	VOICE	L0	BANDUNG	Rizky Adi Purnama	97,00%	94,00%	94,00%	94,00%	94,00%	94,00%	94,00%	97,00%	100,00%	77,00%	94,00%	94,00%	93,58%	
9	ADITYO KUSUMA PUTRA	P	62657	VOICE	L0	BANDUNG	Rizky Adi Purnama	94,00%	94,00%	97,00%	94,00%	97,00%	94,00%	97,00%	60,00%	100,00%	94,00%	97,00%	97,00%	92,92%	
10	EGI RUSTIAMAN	P	58768	VOICE	L0	BANDUNG	Kania F.S	91,00%	74,00%	88,00%	87,00%	97,00%	97,00%	97,00%	100,00%	84,00%	51,00%	64,00%	100,00%	85,83%	
11	REGGY BAYU PRATAMA	P	58735	VOICE	L0	BANDUNG	Kania F.S	91,00%	87,00%	68,00%	94,00%	97,00%	94,00%	91,00%	97,00%	74,00%	71,00%	91,00%	97,00%	87,67%	
12	FIRMAN NURDIANSYAH	P	58705	VOICE	L0	BANDUNG	Kania F.S	74,00%	97,00%	94,00%	97,00%	91,00%	97,00%	94,00%	81,00%	94,00%	91,50%	74,00%	80,00%	88,71%	
13	AFDHAL ASNAWI	P	58711	VOICE	L0	BANDUNG	Kania F.S	81,00%	94,00%	97,00%	97,00%	97,00%	94,00%	100,00%	97,00%	94,00%	88,00%	64,00%	94,00%	91,42%	
14	MOH. RESQI MAULUDIN	P	58725	VOICE	L0	BANDUNG	Kania F.S	91,00%	54,00%	94,00%	88,00%	74,00%	94,00%	94,00%	94,00%	91,00%	97,00%	91,00%	84,00%	87,17%	
15	GIN GIN GUNTARA	P	75342	VOICE	L0	BANDUNG	Kania F.S	90,00%	94,00%	81,00%	91,00%	97,00%	94,00%	91,00%	77,00%	81,00%	97,00%	91,00%	94,00%	89,83%	
16	SONY HARTO WIBOWO	P	79861	VOICE	L0	BANDUNG	Kania F.S	91,00%	91,00%	88,00%	91,00%	97,00%	94,00%	91,00%	78,00%	68,00%	81,00%	71,00%	91,00%	86,00%	
17	WULAN HARISMAYANINGSIH	W	76060	VOICE	L0	BANDUNG	Kania F.S	100,00%	97,00%	94,00%	77,00%	100,00%	97,00%	91,00%	97,00%	94,00%	94,00%	97,00%	47,00%	90,42%	
18	GALIH JATI PERMANA	P	58733	VOICE	L0	BANDUNG	Windi Siti Hajriani	94,00%	91,00%	64,00%	94,00%	91,00%	81,00%	88,50%	84,00%	91,00%	68,00%	85,50%	84,00%	84,67%	
19	HILMAN NUR RIDHO	P	58802	VOICE	L0	BANDUNG	Windi Siti Hajriani	94,00%	87,00%	91,50%	77,00%	97,00%	97,00%	94,00%	84,00%	94,00%	74,00%	94,00%	84,00%	88,96%	
20	M. NOOR FAHRUL AKBAR	P	76054	VOICE	L0	BANDUNG	Windi Siti Hajriani	84,00%	94,00%	71,50%	94,00%	84,00%	74,00%	94,00%	94,00%	74,00%	74,00%	94,00%	94,00%	85,46%	
21	M. FAISAL ARSAWUJAYA	P	75431	VOICE	L0	BANDUNG	Windi Siti Hajriani	91,50%	91,00%	88,50%	94,00%	71,50%	97,00%	74,00%	74,00%	91,50%	74,00%	91,50%	91,00%	85,79%	
22	ALDI RIZKI FAUJI	P	76224	VOICE	L0	BANDUNG	Windi Siti Hajriani	84,00%	84,00%	87,00%	87,00%	97,00%	87,00%	71,50%	97,00%	77,00%	97,00%	77,00%	84,00%	85,79%	
23	ZAHLUL FADIL SURYANA	P	58728	VOICE	L0	BANDUNG	Windi Siti Hajriani	74,00%	87,00%	91,50%	97,00%	97,00%	84,00%	84,00%	84,00%	71,50%	97,00%	94,00%	87,00%	87,33%	
24	HILMY MAULANA	P	62630	VOICE	L0	BANDUNG	Windi Siti Hajriani	84,00%	84,00%	97,00%	94,00%	84,00%	84,00%	57,00%	84,00%	94,00%	94,00%	91,00%	94,00%	86,75%	
25	MUHAMAD EKA NISWORO	P	58703	VOICE	L0	BANDUNG	Windi Siti Hajriani	94,00%	94,00%	91,00%	87,00%	94,00%	94,00%	94,00%	94,00%	91,00%	54,50%	94,00%	94,00%	89,63%	
26	AMY FITRI IRIANA	W	58808	VOICE	Info Produk	BANDUNG	Nurlaily	94,50%	91,50%	97,50%	91,50%	100,00%	91,00%	97,00%	100,00%	94,50%	100,00%	90,00%	94,00%	95,13%	
27	RIZKA MARIS KEMALA S.	W	58676	VOICE	Info Produk	BANDUNG	Nurlaily	97,00%	100,00%	97,00%	97,00%	97,00%	100,00%	97,00%	97,00%	97,00%	67,00%	97,00%	97,00%	95,00%	
28	ROMAULI TAMPUBOLON	W	62591	VOICE	Info Produk	BANDUNG	Nurlaily	74,00%	97,00%	80,00%	77,00%	77,00%	77,00%	97,00%	100,00%	97,00%	97,00%	94,00%	94,00%	88,42%	
29	JAJANG SUPRIATNA	P	58807	VOICE	Info Produk	BANDUNG	Nurlaily	89,00%	91,50%	97,00%	91,50%	94,50%	88,50%	97,00%	97,00%	71,00%	94,50%	94,50%	97,50%	91,96%	
30	AMRI HARTLAN	P	58804	VOICE	Info Produk	BANDUNG	Nurlaily	74,00%	97,00%	97,00%	94,00%	81,00%	97,00%	97,00%	97,00%	97,00%	94,00%	97,00%	91,00%	92,75%	
31	KIKI ANJAYA	P	62757	VOICE	L0	BANDUNG	Nurlaily	94,00%	94,00%	97,00%	87,00%	88,50%	97,00%	71,00%	81,50%	71,00%	97,00%	74,00%	94,00%	87,17%	
32	RAINALDI WIBAWA	P	58714	VOICE	L0	BANDUNG	Nurlaily	94,00%	97,00%	71,00%	94,00%	94,00%	77,00%	81,00%	74,00%	94,00%	94,00%	94,00%	94,00%	88,17%	
33	REZA FAHLEVI	P	75433	VOICE	L0	BANDUNG	Nurlaily	94,00%	94,00%	71,00%	94,00%	74,00%	94,00%	91,00%	81,00%	94,00%	74,00%	94,00%	94,00%	87,42%	
34	A. EKA SAKTI PRATIWI	W	79770	VOICE	L0	SEMARANG	Yolanda Erziana	97,50%	97,00%	80,00%	97,00%	100,00%	77,00%	97,00%	100,00%	94,00%	97,00%	97,00%	74,00%	92,29%	
35	AVISKA AVITA SARI	W	79771	VOICE	L0	SEMARANG	Yolanda Erziana	97,00%	94,50%	97,00%	87,00%	95,00%	92,00%	91,00%	97,00%	97,00%	100,00%	94,00%	74,00%	92,96%	
36	DARJAT SUDARJAT	P	79793	VOICE	L0	SEMARANG	Yolanda Erziana	68,00%	91,50%	91,00%	94,00%	57,00%	54,00%	61,00%	97,00%	97,00%	97,00%	97,00%	97,50%	83,50%	
37	ADELA MURTI	W	58988	VOICE	L0	SEMARANG	Yolanda Erziana	100,00%	97,00%	97,00%	97,00%	97,00%	77,00%	67,00%	97,00%	70,00%	97,00%	80,00%	97,00%	89,42%	
38	ANIDA FAZIA ZINI	W	57233	VOICE	L0	SEMARANG	Yolanda Erziana	100,00%	100,00%	100,00%	80,00%	97,50%	94,50%	100,00%	94,00%	100,00%	100,00%	80,00%	100,00%	95,50%	
39	AUGUST BUDIYANTO	P	57234	VOICE	L0	SEMARANG	Yolanda Erziana	94,50%	97,00%	94,00%	78,50%	61,50%	91,00%	97,00%	97,00%	97,00%	74,00%	94,00%	97,00%	89,38%	
40	HARIS FADILAH	P	59900	VOICE	L0	SEMARANG	Yolanda Erziana	100,00%	97,50%	84,00%	100,00%	97,00%	94,00%	100,00%	100,00%	100,00%	97,00%	97,00%	97,00%	96,96%	
41	ANISA KHUSNUL MASTUTI	W	57247	VOICE	L0	SEMARANG	Yolanda Erziana	97,00%	80,00%	77,00%	100,00%	97,00%	97,00%	77,00%	97,00%	91,00%	94,00%	94,00%	91,00%	91,00%	
42	DENI FITRIANI	W	57248	VOICE	L0	SEMARANG	Yolanda Erziana	80,00%	77,00%	100,00%	100,00%	100,00%	97,00%	97,00%	94,00%	100,00%	100,00%	91,00%	97,00%	94,42%	
43	LUTHFI GANI HAKIM	P	57254	VOICE	L0	SEMARANG	Yolanda Erziana	100,00%	97,00%	100,00%	100,00%	97,00%	100,00%	100,00%	77,00%	94,50%	94,50%	97,50%	100,00%	96,46%	
44	MANGGAR PAWIRANINGPRANG	P	57256	VOICE	L0	SEMARANG	Yolanda Erziana	91,00%	100,00%	100,00%	100,00%	94,00%	94,00%	100,00%	94,00%	94,50%	100,00%	97,00%	97,00%	96,79%	
45	ABDAUL MUQORROBIN	P	79772	VOICE	L0	SEMARANG	Yolanda Erziana	91,00%	97,00%	97,00%	100,00%	97,00%	94,00%	91,00%	77,00%	97,00%	97,00%	94,00%	97,00%	94,08%	
46	EYF ANA MUFICHTATI	W	79789	VOICE	L0	SEMARANG	Yolanda Erziana	68,50%	68,50%	81,50%	88,50%	88,50%	88,50%	94,00%	91,50%	97,00%	91,00%	97,00%	91,00%	87,13%	
47	DIAH AYU RIZKY KUSUMA RAMADHANI	W	79773	VOICE	L0	SEMARANG	Anggi Putriani Prasetyo	74,00%	87,50%	64,00%	87,00%	74,00%	97,00%	94,00%	64,00%	74,00%	71,50%	77,00%	97,00%	80,08%	
48	ELSA TARADHITA	W	79774	VOICE	Info Produk	SEMARANG	Anggi Putriani Prasetyo	84,50%	94,50%	91,00%	97,00%	94,00%	94,00%	94,00%	94,00%	94,00%	74,00%	97,00%	94,00%	91,83%	

REAL TIME QM SCORE PER AGENT LAYANAN VOICE TENESA ALL SITE

BULAN : SEPTEMBER 2021

NO	NAMA	JENIS KELAMIN	LOGIN ID	LAYANAN	LEVEL	SITE	QCO Handling	SAMPLING #												AVERAGE QM SCORE	KETERANGAN
								Periode 1				Periode 2				Periode 3					
								1	2	3	4	5	6	7	8	9	10	11	12		
49	ESTI WUJAYANTI	W	79776	VOICE	L0	SEMARANG	Anggi Putriani Prasetyo	81,50%	84,50%	97,00%	54,00%	94,00%	91,00%	94,00%	97,00%	100,00%	84,00%	67,00%	94,50%	86,54%	
50	FIKI EKA SETIA PUTRI	W	79778	VOICE	L0	SEMARANG	Anggi Putriani Prasetyo	90,00%	100,00%	97,00%	97,00%	97,00%	97,50%	90,00%	100,00%	100,00%	97,00%	100,00%	100,00%	97,13%	
51	FINTA INTAN PURBA	W	79831	VOICE	L0	SEMARANG	Anggi Putriani Prasetyo	88,50%	97,00%	94,00%	74,00%	97,00%	60,00%	100,00%	100,00%	97,00%	97,00%	100,00%	94,50%	91,58%	
52	HENDRA REZA HAVILDA	P	79853	VOICE	L0	SEMARANG	Anggi Putriani Prasetyo	84,50%	74,00%	91,50%	100,00%	94,50%	97,00%	94,00%	97,00%	67,00%	94,00%	77,00%	77,00%	87,29%	
53	TIANSYAH FAJAR RAMDHANI	P	56007	VOICE	L0	SEMARANG	Anggi Putriani Prasetyo	97,00%	100,00%	94,00%	80,00%	77,00%	94,00%	97,00%	77,00%	100,00%	97,00%	100,00%	97,00%	92,50%	
54	PUTERI TRIANA AUDINA	W	59895	VOICE	L0	SEMARANG	Anggi Putriani Prasetyo	54,00%	74,50%	94,50%	91,50%	77,00%	100,00%	60,00%	100,00%	100,00%	80,00%	97,00%	81,50%	84,17%	
55	RAHMA ADISTA AMALIASANTI	W	57230	VOICE	L0	SEMARANG	Anggi Putriani Prasetyo	91,50%	87,00%	97,00%	97,00%	100,00%	74,00%	57,00%	67,00%	94,00%	94,00%	97,00%	81,50%	86,42%	
56	EVA FEBIYANI	W	57249	VOICE	L0	SEMARANG	Anggi Putriani Prasetyo	100,00%	57,50%	100,00%	100,00%	97,00%	100,00%	100,00%	97,00%	87,50%	87,00%	100,00%	64,50%	90,88%	
57	M UMAR SHOLEH	P	57255	VOICE	L0	SEMARANG	Anggi Putriani Prasetyo	97,00%	100,00%	100,00%	100,00%	94,00%	97,00%	97,00%	100,00%	97,00%	100,00%	100,00%	97,00%	98,25%	
58	MOHAMAD EKO MEIZENI W.S	P	57257	VOICE	L0	SEMARANG	Anggi Putriani Prasetyo	94,00%	94,00%	100,00%	97,00%	94,00%	61,00%	91,00%	100,00%	74,50%	91,00%	97,00%	97,00%	90,88%	
59	MUHAMMAD ODI RACHMAWAN	P	57259	VOICE	L0	SEMARANG	Anggi Putriani Prasetyo	97,00%	91,50%	97,00%	97,00%	94,00%	97,00%	91,00%	97,00%	94,00%	61,50%	94,00%	94,00%	92,08%	
60	VINI MEIFRISKA LESTARI	W	79790	VOICE	L0	SEMARANG	Anggi Putriani Prasetyo	91,50%	91,00%	89,00%	81,50%	41,00%	91,50%	81,50%	64,00%	91,00%	91,00%	92,00%	94,00%	83,25%	
61	FIRMAN ARDIANSYAH	P	79835	VOICE	L0	SEMARANG	Choirunnisa	90,00%	74,50%	97,00%	97,00%	97,00%	91,00%	77,50%	97,00%	100,00%	100,00%	94,00%	97,00%	92,67%	
62	LENY LUTFIANA AZHARI	W	79781	VOICE	L0	SEMARANG	Choirunnisa	94,00%	91,50%	74,00%	100,00%	94,00%	81,50%	94,00%	97,00%	84,00%	88,00%	88,50%	97,00%	90,29%	
63	LUTFI EFA OKTAVIANI	W	79782	VOICE	L0	SEMARANG	Choirunnisa	100,00%	91,00%	97,00%	97,00%	87,00%	94,00%	97,00%	97,00%	94,00%	87,00%	100,00%	77,00%	93,17%	
64	M. IHSAN P.	P	79836	VOICE	L0	SEMARANG	Choirunnisa	85,50%	78,50%	71,50%	78,50%	91,50%	78,00%	78,00%	81,50%	94,00%	81,50%	94,00%	81,00%	82,79%	
65	ANINDYA IFFA K.	W	79855	VOICE	L0	SEMARANG	Choirunnisa	100,00%	80,00%	87,50%	97,00%	94,50%	97,00%	100,00%	100,00%	94,50%	94,50%	97,00%	97,50%	94,96%	
66	CHINDYANA FEBBY UTAMI	W	59897	VOICE	L0	SEMARANG	Choirunnisa	94,50%	94,00%	94,00%	94,00%	91,00%	90,00%	94,00%	77,00%	78,00%	94,00%	91,50%	91,00%	90,25%	
67	DITA APRILIA	W	56009	VOICE	L0	SEMARANG	Choirunnisa	100,00%	97,00%	97,50%	100,00%	100,00%	94,00%	94,50%	87,00%	97,00%	100,00%	100,00%	97,00%	97,00%	
68	ROBBY NANDA SURIYANDA	P	56010	VOICE	L0	SEMARANG	Choirunnisa	91,00%	97,00%	94,00%	97,00%	94,00%	71,00%	77,00%	97,00%	97,00%	74,00%	74,00%	94,00%	88,08%	
69	FRIDANATA DEVI RATIKA	W	57251	VOICE	L0	SEMARANG	Choirunnisa	97,00%	77,00%	87,50%	97,00%	97,00%	94,50%	67,00%	97,00%	97,00%	97,00%	94,00%	97,00%	91,58%	
70	MUHAMMAD FAISAL ABQORY	P	57258	VOICE	L0	SEMARANG	Choirunnisa	100,00%	97,00%	97,00%	97,00%	97,00%	80,00%	91,00%	100,00%	94,00%	100,00%	100,00%	97,00%	95,83%	
71	RIKY ANGGARA PUTRA	P	62805	VOICE	L0	SEMARANG	Choirunnisa	82,00%	97,00%	97,00%	94,50%	87,00%	80,00%	94,00%	97,50%	94,00%	100,00%	97,00%	90,92%		
72	ROBBY DHINI SETIAWAN	P	57264	VOICE	L0	SEMARANG	Choirunnisa	88,50%	91,00%	91,50%	84,00%	91,00%	94,00%	91,00%	94,00%	71,00%	91,00%	97,00%	94,00%	89,83%	
73	YOSUA SANDHY PRATAMA	P	57274	VOICE	L0	SEMARANG	Choirunnisa	57,00%	77,50%	48,50%	94,50%	68,50%	48,50%	97,00%	94,00%	94,00%	94,00%	94,00%	71,50%	78,25%	
74	DIKY KABUL RUSDIANTO	P	79786	VOICE	L0	SEMARANG	Choirunnisa	84,50%	97,00%	54,00%	74,00%	91,00%	97,00%	44,00%	97,00%	97,00%	94,00%	97,00%	57,00%	81,96%	
75	MEILANI RAHAYUNINGRUM	W	79784	VOICE	L0	SEMARANG	Fitri Ani Sihalofo	100,00%	97,50%	100,00%	77,00%	97,00%	100,00%	94,50%	70,00%	70,00%	94,50%	80,00%	100,00%	90,04%	
76	NIMAS MAULIDA	W	79749	VOICE	L0	SEMARANG	Fitri Ani Sihalofo	80,00%	74,00%	100,00%	80,00%	97,00%	100,00%	94,00%	100,00%	70,00%	97,00%	97,00%	100,00%	90,75%	
77	PUJI LESTARI	W	79857	VOICE	L0	SEMARANG	Fitri Ani Sihalofo	97,00%	100,00%	80,00%	100,00%	100,00%	100,00%	97,00%	100,00%	80,00%	100,00%	100,00%	94,00%	95,67%	
78	ADRIAN MUHAMMAD HUSEIN	P	79862	VOICE	L0	SEMARANG	Fitri Ani Sihalofo	54,00%	67,00%	60,00%	91,50%	47,00%	74,00%	80,00%	80,00%	100,00%	77,00%	77,00%	64,00%	72,63%	
79	RUCHI WILUTAMA	W	59899	VOICE	L0	SEMARANG	Fitri Ani Sihalofo	80,00%	77,50%	100,00%	100,00%	100,00%	100,00%	100,00%	100,00%	94,00%	100,00%	100,00%	47,50%	91,58%	
80	SASQIA AYU LESTARI	W	57232	VOICE	L0	SEMARANG	Fitri Ani Sihalofo	71,50%	67,50%	31,50%	77,50%	81,50%	97,50%	80,00%	97,00%	100,00%	80,00%	74,50%	97,00%	79,63%	
81	ISNI DYAH K.A	W	56008	VOICE	L0	SEMARANG	Fitri Ani Sihalofo	77,50%	100,00%	80,00%	67,50%	77,00%	97,00%	100,00%	77,00%	97,00%	80,00%	77,00%	80,00%	84,17%	
82	LINA NUR LATIFAH	W	56006	VOICE	L0	SEMARANG	Fitri Ani Sihalofo	100,00%	57,00%	87,00%	70,00%	100,00%	94,50%	97,00%	100,00%	100,00%	80,00%	77,00%	97,00%	88,29%	
83	RAHMAT AL HAFIZ	P	57263	VOICE	L0	SEMARANG	Fitri Ani Sihalofo	97,00%	100,00%	100,00%	100,00%	80,00%	80,00%	80,00%	100,00%	100,00%	100,00%	70,00%	100,00%	92,25%	
84	AKHMAD ALAUL HIMAM	P	79780	VOICE	L0	SEMARANG	Fitri Ani Sihalofo	54,00%	100,00%	60,00%	97,00%	77,00%	77,00%	100,00%	70,00%	97,00%	77,00%	80,00%	90,00%	81,58%	
85	MILLATUZZAHRINA	W	79785	VOICE	Info Produk	SEMARANG	Fitri Ani Sihalofo	94,50%	94,00%	90,00%	97,00%	97,00%	67,00%	94,50%	91,00%	97,50%	94,00%	91,50%	100,00%	92,33%	
86	NURFITRIANA	W	79787	VOICE	Info Produk	SEMARANG	Fitri Ani Sihalofo	88,50%	67,00%	87,00%	84,50%	81,50%	84,50%	91,50%	91,00%	84,50%	88,50%	94,50%	94,00%	86,42%	
87	ADITYA SANUBARI	P	79806	VOICE	L0	SEMARANG	Fitri Ani Sihalofo	94,00%	54,00%	74,00%	87,00%	97,00%	71,00%	94,00%	74,00%	54,00%	88,00%	57,00%	80,00%	77,00%	
88	ANGGA DWIYONO PUTRA	P	79824	VOICE	L0	SEMARANG	Fitri Ani Sihalofo	51,00%	74,00%	18,00%	68,00%	41,00%	91,50%	94,50%	94,00%	60,00%	80,00%	64,00%	94,50%	69,21%	
89	RIZAL THIRAFI ZUL FAHMI	P	79799	VOICE	L0	SEMARANG	Sondang BR Sagala	54,50%	77,00%	87,50%	67,00%	37,00%	77,00%	97,00%	97,50%	90,00%	97,50%	97,00%	100,00%	81,58%	
90	RYSAWIJAYANTI PUTRI	W	79830	VOICE	L0	SEMARANG	Sondang BR Sagala	97,50%	94,00%	87,50%	84,50%	94,50%	97,50%	97,00%	100,00%	97,00%	97,50%	87,50%	100,00%	94,54%	
91	SATRIANI BR KARO	W	79834	VOICE	Info Produk	SEMARANG	Sondang BR Sagala	97,00%	91,00%	94,00%	28,00%	97,00%	91,00%	88,50%	100,00%	100,00%	94,00%	90,00%	100,00%	89,21%	
92	YURISTIAN RIZALNI	P	79800	VOICE	L0	SEMARANG	Sondang BR Sagala	84,00%	61,00%	94,00%	91,00%	84,50%	91,50%	74,00%	97,00%	91,00%	94,00%	94,00%	97,00%	87,75%	
93	MOCH. QADRI ARIE SYAFITRAH	P	79858	VOICE	L0	SEMARANG	Sondang BR Sagala	100,00%	87,50%	94,50%	84,00%	97,50%	77,00%	80,00%	100,00%	77,00%	70,00%	97,00%	100,00%	88,71%	
94	MARINDA IKA DEWI SAKARIANA	W	57229	VOICE	L0	SEMARANG	Sondang BR Sagala	100,00%	100,00%	97,00%	87,00%	100,00%	100,00%	97,00%	100,00%	97,00%	100,00%	100,00%	100,00%	98,17%	
95	NOVA SETYANINGRUM	W	56005	VOICE	L0	SEMARANG	Sondang BR Sagala	84,00%	97,00%	80,00%	90,00%	74,00%	91,00%	94,00%	97,00%	91,00%	74,00%	97,00%	97,00%	88,83%	
96	INTAN PINILIH HANISTYA	W	57252	VOICE	L0	SEMARANG	Sondang BR Sagala	84,00%	100,00%	90,00%	97,00%	90,00%	100,00%	87,00%	97,50%	77,00%	90,00%	97,50%	77,00%	90,58%	

NO	NAMA	JENIS KELAMIN	LOGIN ID	LAYANAN	LEVEL	SITE	QCO Handling	SAMPLING #												AVERAGE QM SCORE	KETERANGAN	
								Periode 1				Periode 2				Periode 3						
								1	2	3	4	5	6	7	8	9	10	11	12			
97	NOR RAHMA ASTRIYANI	W	57261	VOICE	L0	SEMARANG	Sondang BR Sagala	87,00%	84,00%	97,00%	84,00%	87,00%	94,00%	87,00%	74,00%	94,00%	94,00%	67,00%	97,00%	87,17%		
98	SYAH EMBO LANTANG	P	57268	VOICE	L0	SEMARANG	Sondang BR Sagala	97,00%	97,00%	84,00%	94,00%	94,00%	94,00%	94,00%	77,00%	97,00%	57,00%	97,00%	97,00%	89,92%		
99	FAHRUL ARIFIN	P	69028	VOICE	L0	SEMARANG	Sondang BR Sagala	65,50%	81,50%	8,00%	81,00%	58,50%	55,50%	94,00%	58,50%	51,00%	74,00%	94,00%	97,00%	68,21%		
100	INDRA WIBOWO	P	79798	VOICE	L0	SEMARANG	Sondang BR Sagala	54,00%	87,00%	97,00%	57,00%	90,00%	90,00%	100,00%	90,00%	97,00%	90,00%	97,00%	97,00%	87,17%		
101	RADENTA NADIBUNDA JAYANTARA	P	72514	VOICE	L0	SEMARANG	Sondang BR Sagala	84,00%	100,00%	80,00%	97,50%	90,00%	100,00%	57,00%	97,00%	47,00%	87,00%	30,00%	80,00%	79,13%		
102	GREGORIUS FRANJAYA SETYA DEWA	P	79852	VOICE	L0	SEMARANG	Sondang BR Sagala	77,00%	94,00%	87,00%	49,00%	80,00%	91,00%	59,00%	60,00%	67,00%	97,00%	100,00%	91,50%	79,38%		
103	NOVITA SARI ARIFIN	W	57262	VOICE	L0	SEMARANG	Ahmad Chandra Kurniawan	94,50%	94,50%	91,50%	88,50%	97,00%	91,50%	91,50%	94,50%	84,50%	88,50%	94,50%	91,50%	91,88%		
104	SITI KOMARIYAH	W	57267	VOICE	L0	SEMARANG	Ahmad Chandra Kurniawan	97,00%	84,00%	100,00%	100,00%	100,00%	97,00%	97,00%	97,00%	94,00%	100,00%	74,00%	77,00%	93,08%		
105	SHAFIRA ARLINA	W	57266	VOICE	L0	SEMARANG	Ahmad Chandra Kurniawan	97,00%	97,00%	97,00%	97,00%	94,00%	97,00%	100,00%	97,00%	100,00%	100,00%	97,00%	74,00%	95,58%		
106	WAHYU ROKHMANA	W	57269	VOICE	L0	SEMARANG	Ahmad Chandra Kurniawan	97,00%	97,00%	94,00%	97,00%	97,00%	97,00%	94,00%	84,00%	87,00%	87,00%	97,00%	97,00%	93,75%		
107	WENY IRMA SYAFRIL	W	57270	VOICE	L0	SEMARANG	Ahmad Chandra Kurniawan	91,50%	94,00%	94,50%	91,50%	77,00%	97,00%	84,00%	97,00%	94,00%	97,00%	84,00%	97,00%	91,54%		
108	WILDAN AUDINA	W	57271	VOICE	L0	SEMARANG	Ahmad Chandra Kurniawan	94,00%	97,00%	84,00%	97,50%	94,00%	100,00%	100,00%	100,00%	87,00%	97,00%	77,00%	77,00%	92,04%		
109	YOHANA KARTIKA WARDANI	W	57273	VOICE	L0	SEMARANG	Ahmad Chandra Kurniawan	100,00%	100,00%	100,00%	100,00%	87,00%	100,00%	97,00%	94,00%	97,00%	80,00%	97,00%	77,00%	94,08%		
110	ACHMAD BAROJI	P	57243	VOICE	L0	SEMARANG	Ahmad Chandra Kurniawan	97,00%	97,00%	88,50%	81,50%	91,50%	78,50%	68,50%	91,50%	87,00%	94,00%	91,50%	97,00%	88,63%		
111	ADDAM IKHSAN ANJASMARA	P	57244	VOICE	L0	SEMARANG	Ahmad Chandra Kurniawan	97,00%	94,00%	94,00%	87,00%	94,00%	94,00%	94,00%	77,00%	94,00%	74,00%	91,00%	97,00%	90,58%		
112	ALEXIUS YOGA PRIMADANA	P	57245	VOICE	L0	SEMARANG	Ahmad Chandra Kurniawan	81,50%	88,50%	81,50%	91,50%	94,00%	94,50%	88,50%	91,50%	97,00%	91,50%	84,00%	94,00%	89,83%		
113	ANDHIKA BRAMANTYA	P	57246	VOICE	L0	SEMARANG	Ahmad Chandra Kurniawan	100,00%	100,00%	90,00%	84,00%	97,00%	97,00%	90,00%	94,50%	97,00%	97,00%	77,00%	97,00%	93,38%		
114	FALAH IBRAHIM YAZIDULHAQ	P	57250	VOICE	L0	SEMARANG	Ahmad Chandra Kurniawan	94,50%	88,50%	92,00%	78,50%	94,50%	81,50%	75,50%	91,50%	91,50%	88,50%	91,50%	91,50%	88,29%		
115	JULIUS MARIO	P	57253	VOICE	L0	SEMARANG	Ahmad Chandra Kurniawan	97,00%	94,00%	94,00%	94,00%	97,00%	97,00%	94,00%	91,50%	87,00%	84,00%	91,00%	74,50%	91,25%		
116	WIND SUDRAJAT	P	57272	VOICE	L0	SEMARANG	Ahmad Chandra Kurniawan	94,00%	92,00%	97,00%	94,50%	84,50%	94,50%	97,00%	84,00%	97,00%	81,50%	87,00%	95,00%	91,50%		
								AVERAGE QM SCORE VOICE												89,18%		
								88,44%												89,65%	89,44%	

REAL TIME QM SCORE PER AGENT LAYANAN VOICE TENESA ALL SITE

BULAN : SEPTEMBER 2021

NO	NAMA	JENIS KELAMIN	LOGIN ID	LAYANAN	LEVEL	SITE	QCO Handling	SAMPLING #												AVERAGE QM SCORE	KETERANGAN
								Periode 1				Periode 2				Periode 3					
								1	2	3	4	5	6	7	8	9	10	11	12		

REAL TIME QM SCORE PER AGENT LAYANAN VOICE TENESA ALL SITE

BULAN : SEPTEMBER 2021

NO	NAMA	JENIS KELAMIN	LOGIN ID	LAYANAN	LEVEL	SITE	QCO Handling	SAMPLING #												AVERAGE QM SCORE	KETERANGAN
								Periode 1				Periode 2				Periode 3					
								1	2	3	4	5	6	7	8	9	10	11	12		

REAL TIME QM SCORE PER AGENT LAYANAN VOICE TENESA ALL SITE

BULAN : SEPTEMBER 2021

NO	NAMA	JENIS KELAMIN	LOGIN ID	LAYANAN	LEVEL	SITE	QCO Handling	SAMPLING #												AVERAGE QM SCORE	KETERANGAN
								Periode 1				Periode 2				Periode 3					
								1	2	3	4	5	6	7	8	9	10	11	12		

REAL TIME QM SCORE PER AGENT LAYANAN VOICE TENESA ALL SITE

BULAN : SEPTEMBER 2021

NO	NAMA	JENIS KELAMIN	LOGIN ID	LAYANAN	LEVEL	SITE	QCO Handling	SAMPLING #												AVERAGE QM SCORE	KETERANGAN
								Periode 1				Periode 2				Periode 3					
								1	2	3	4	5	6	7	8	9	10	11	12		

VOICE
T2 INDIHOME
T2 DATIN
OMNI
SPBU
L0
L1
VIOLET
Info Produk
BANDUNG
SEMARANG
P
W

Rizky Adi Purnama
Kania F.S
Windi Siti Hajriani
Nurtaily
Yolanda Erziana
Anggi Putriani Prasetyo
Choirunnisa
Fitri Ani Sihalofo
Sondang BR Sagala
Ahmad Chandra Kurniawan

1
2
3
4