

	Periode		November	
	Alamat Email	:		
-	AKSES			

No	Parameter	Key Factor		Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
-	Parameter		Rey Factor	Nilai	Nilai	Nilai	Nilai	Nilai	MAX	
		1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
١.	Response Time	2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
T,	Response Time	3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

Α.	PROSES LAYANAN								
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	
		1	Kesesualan Template	Nilai 1	Nilai 1	Nilai 1	Nilai 1	NIIai 100%	Improvement Priority LS
1	Service Level	2	Response Time	0	0	1	1	50%	P1
			Average	50.00%	50.00%	100.00%	100.00%	75.00%	
			Sub Total	1	1	2	2	6	

В.	SIKAP LAYANAN										
No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilal	Sampling 3 Nilal	Sampling 4 Nilal	AVG C	Officer Improvement Priority		
2	Writing Skills	3	Bahasa penulisan yang balk dan benar	1	1	1	1	100%	LS		
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS		
			Average	100.00%	100.00%	100.00%	100.00%	100.00%			
			Sub Total	2	2	2	2	8			

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (Officer
140	7 diameter		rey racio	Nilai	Nilai	Nilai	Nilai	Nilal	Improvement Priority
			a. Verifikasi data & Validasi	1	1	1	1	100%	LS
4 Correct Handling	b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS		
		6	Penyampalan informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

Total Nilai	6	6	7	7	26	P1
Score MOC Overall	83.33%	83.33%	100.00%	100.00%	91.67%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

	om		Jawaban (√)	
N	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil	
Π,	Respon Time, dalam Menit	5	< = 15 Menit	
Ι.	Respon time, datam memit	3	> 15 Menit	

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	AKSES									
	No Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
ı	NO Parameter			Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
		1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
	Response Time	2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
	1 Response time	3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

Α.	PROSES LAYANAN								
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
	NO Farantee			Nilai	Nilai	Nilal	Nilai	Nilai	Improvement Priority
١.	Service Level	-1	Kesesuaian Template	1	1	1	1	100%	LS
Ľ	Service Level	2	Response Time	1	0	1	1		P2
			Average	100.00%	50.00%	100.00%	100.00%	87.50%	
			Sub Total	2	1	2	2	7	

В.	SIKAP LAYANAN										
No	Parameter	Key Factor		Sampling 1 Nilai	Sampling 2 Nilal	Sampling 3 Nilal	Sampling 4 Nilal	AVG (Officer Improvement Priority		
2	Writing Skills	3	Bahasa penulisan yang balk dan benar	1	1	1	1	100%	LS		
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS		
			Average	100.00%	100.00%	100.00%	100.00%	100.00%			
			Sub Total	2	2	2	2	8			

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (Officer
140	7 diameter		rey racio	Nilai	Nilai	Nilai	Nilai	Nilal	Improvement Priority
			a. Verifikasi data & Validasi	1	1	1	1	100%	LS
4 Correct Handling	b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS		
		6	Penyampalan informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

Total Nilai	7	6	7	7	27	P1
Score MOC Overall	100.00%	83.33%	100.00%	100.00%	95.83%	LS
•						

KETERANGAN ASPEK SOLUSI LAYANAN

	Nama Officer		Jawaban (v)				
N	o Nama Onicer	Rekomendasi/Jawaban yang Diberikan Officer	Benar	Salah			
1	Officer 1						
2	Officer Ke-N						
3							
4							
5							

	No	Parameter/Key Factor	Skala Nilai	Detil	
ſ	, [Respon Time, dalam Menit	5	< = 15 Menit	
	1		3	> 15 Menit	

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	AKSES									
No	No Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
ı	40 Farameter		Rey Factor	Nilai	Nilai	Nilai	Nilai	Nilal	MAX	
ı		1	Pukul 00.00 - 08.00 (dalam kali)						5	0.00%
ı	1 Response Time	2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
ı	1 Response time	3	Pukul 12.00 - 18.00 (dalam kali)		5			5.00	5	100.00%
ı		4	Pukul 18.00 - 24.00 (dalam kali)						5	0.00%

A. I	PROSES LAYANAN																				
No	Parameter	ter Key Factor			Sampling 2	Sampling 3	Sampling 4	AVG C													
140	,			Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority												
-	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS												
Ľ	Service Level	2	Response Time	1	1	1	1	100%	LS												
			Average	100.00%	100.00%	100.00%	100.00%	100.00%													
			Sub Total	2	2	2	2	8													

В.	SIKAPLAYANAN												
No	Parameter		Key Factor	Sampling 1 Nilal	Sampling 2 Nilal	Sampling 3 Nilal	Sampling 4 Nilal	AVG (Officer Improvement Priority				
2	Writing Skills	3	Bahasa penulisan yang balk dan benar	1	1	1	1	100%	LS				
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS				
			Average	100.00%	100.00%	100.00%	100.00%	100.00%					
			Sub Total	2	2	2	2	8					

No	Parameter Key Factor			Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (Officer
140	- Farameter		rey racio	Nilai	Nilai	Nilai	Nilai	Nilal	Improvement Priority
	Correct Handling		a. Verifikasi data & Validasi	1	1	1	1	100%	LS
4		ľ	b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampalan informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

Total Nilai	7	7	7	7	28	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

	Nama Officer		Jawaban (v)				
N	o Nama Onicer	Rekomendasi/Jawaban yang Diberikan Officer	Benar	Salah			
1	Officer 1						
2	Officer Ke-N						
3							
4							
5							

ŀ	No	Parameter/Key Factor	Skala Nilai	Detii	
	, [Respon Time, dalam Menit	5	< = 15 Menit	
	1		3	> 15 Menit	

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N.	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	(Layanan)			
-	Parameter		Rey Factor	Nilai	Nilai	Nilai	Nilai	Nilai	MAX		
	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%	
l.		2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%	
Ι,		3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%	
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%	

A. I	PROSES LAYANAN								
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
Ι.	Service Level	1	Kesesuaian Template	1	0	1	1	75%	P2
Ľ	Service Level	2	Response Time	1	0	1	1	75%	P2
			Average	100.00%	0.00%	100.00%	100.00%	75.00%	
			Sub Total	2	0	2	2	6	

В.	SINAP LAYANAN Sempling 1 Sempling 2 Sampling 3 Sampling 4 AND Other											
No	Parameter	er Key Factor			Sampling 2 Nilal	Sampling 3 Nilal	Sampling 4 Nilal	AVG (Officer Improvement Priority			
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	0	1	1	75%	P2			
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	0	1	1	75%	P2			
			Average	100.00%	0.00%	100.00%	100.00%	75.00%				
			Sub Total	2	0	2	2	6				

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (Officer
140	Parameter		rey racio	Nilai	Nilai	Nilai	Nilai	Nilal	Improvement Priority
	5 Correct Handling		a. Verifikasi data & Validasi	1	0	1	1	75%	P2
4		ľ	b. Identifikasi kebutuhan pelanggan	1	0	1	1	75%	P2
		6	Penyampalan informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	0	1	1	75%	P2
		Average		100.00%	0.00%	100.00%	100.00%	75.00%	
			Sub Total	3	0	3	3	9	

Total Nilai	7	0	7	7	21	P1
Score MOC Overall	100.00%	0.00%	100.00%	100.00%	75.00%	P2

KETERANGAN ASPEK SOLUSI LAYANAN

	o Nama Officer	Rekomandasi/Jawaban yang Diberikan Officer	Jawaban (v)	
N	Nama Officer		Benar	Salah
- [Officer 1			
- 2	Officer Ke-N			
3				
4				
5				

No	Parameter/Key Factor	Skala Nilai	Detil	
Π.	Respon Time, dalam Menit	5	< = 15 Menit	
Π.	Respon time, datam menit	3	> 15 Menit	

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AK	SES		

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
-	Parameter		Rey Factor	Nilai	Nilai	Nilai	Nilai	Nilai	MAX	
		1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
١.	Response Time	2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
T,	Response Time	3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. F	ROSES LAYANAN								
No	o Parameter Key Factor		Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C		
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
Ľ	Service Lewer	2	Response Time	0	0	1	1	50%	P1
			Average	50.00%	50.00%	100.00%	100.00%	75.00%	
			Sub Total	1	1	2	2	6	

В.	SIKAP LAYANAN	SIKAP LAYANAN											
No	Parameter	Key Factor		Sampling 1 Nilal	Sampling 2 Nilal	Sampling 3 Nilal	Sampling 4 Nilal	AVG (Officer Improvement Priority				
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS				
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS				
			Average	100.00%	100.00%	100.00%	100.00%	100.00%					
			Sub Total	2	2	2	2	8					

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (Officer
140	T districted		rey racio	Nilai	Nilai	Nilai	Nilai	Nilal	Improvement Priority
	5 Correct Handling		a. Verifikasi data & Validasi	1	1	1	1	100%	LS
4		ľ	b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampalan informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	0	1	1	75%	P2
	Average			100.00%	66.67%	100.00%	100.00%	91.67%	
			Sub Total	3	2	3	3	11	

Total Nilai	6	5	7	7	25	P1
Score MOC Overall	83.33%	72.22%	100.00%	100.00%	88.89%	P2

KETERANGAN ASPEK SOLUSI LAYANAN

	om	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)			
N	Nama Officer	rekollielidasiivawabali yang biberikali Oliicel	Benar	Salah		
1	Officer 1					
2	Officer Ke-N					
3						
4						
5						

N	Parameter/Key Factor	Skala Nilai	Detil	
Π.	Respon Time, dalam Menit	5	< = 15 Menit	
- 1	Respon time, datam memit	3	> 15 Menit	

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	Parameter		Key Factor	Sampling 1 Sam		Sampling 3	Sampling 4	(Layanan)		
NO	Parameter		Key Factor	Nilal	Nilai	Nilai	Nilai	Nilai	MAX	
	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
١.		2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
'		3	Pukul 12.00 - 18.00 (dalam kali)		5	5		5.00	5	100.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. I	PROSES LAYANAN								
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	
140	Turanice Rey Factor			Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
Ι.	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
Ľ	JAIVAGE LEWEI	2 Response Time		1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

В.	SIKAP LAYANAN								
No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilal	Sampling 3 Nilal	Sampling 4 Nilal	AVG C	Officer Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang balk dan benar	1	1	1	1	100%	LS
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

No	Parameter Key Factor		Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (Officer	
140	Talantice Rey Factor			Nilai	Nilai	Nilai	Nilai	Nilal	Improvement Priority
			a. Verifikasi data & Validasi	1	1	1	1	100%	LS
4	Correct Handling	ľ	b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampalan informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

Score MOC Overall 100.00% 100.00% 100.00% 100.00% LS	Total Nilai	7	7	7	7	28	P1
	Score MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

	om	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)			
N	Nama Officer	rekollielidasiivawabali yang biberikali Oliicel	Benar	Salah		
1	Officer 1					
2	Officer Ke-N					
3						
4						
5						

ŀ	No	Parameter/Key Factor	Skala Nilai	Detii	
	, [Respon Time, dalam Menit	5	< = 15 Menit	
	1		3	> 15 Menit	

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Ala	mat Email	:			
AKSES					
No	Parameter		Key Factor	Sampling 1	
NO	Parameter		Rey Factor	Nilai	

	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
NO	Parameter	Rey Factor		Nilal	Nilai	Nilai	Nilai	Nilal	MAX	
Г		1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
١.	[2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
ľ	Response Time	3	Pukul 12.00 - 18.00 (dalam kali)		5	5		5.00	5	100.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. F	ROSES LAYANAN								
No	Parameter Key Factor		Sampling 1 Nilal	Sampling 2 Nilal	Sampling 3 Nilal	Sampling 4 Nilal	AVG C	Officer Improvement Priority	
	Service Level	-1	Kesesuaian Template	1	1	1	1	100%	LS
1.1	Service Level	2	Response Time	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

В.	SIKAP LAYANAN								
No	Parameter Key Factor		Sampling 1	Sampling 2 Nilal	Sampling 3	Sampling 4	AVG (Officer Improvement Priority	
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
	Sub Total			2	2	2	2	8	

No	Parameter Key Factor		You Easter	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (Officer
140	7 diameter		rey racio	Nilai	Nilai	Nilai	Nilai	Nilal	Improvement Priority
			a. Verifikasi data & Validasi	1	1	1	1	100%	LS
4	Correct Handling	ľ	b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
			Penyampalan informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
	Sub Tota		3	3	3	3	12		

Total Nilai	7	7	7	7	28	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS

K	KETERANGAN ASPEK SOLUSI LAYANAN												
N	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)										
N	Nama Onicer	rekomendasi/Jawadan yang Diderikan Omcer	Benar	Salah									
1	Officer 1												
2	Officer Ke-N												
3													
4													
5													

No	Parameter/Key Factor	Skala Nilai	Detil
Γ.	Respon Time, dalam Menit	5	< = 15 Menit
Ι.	Respon time, datam memit	3	> 15 Menit

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 Mistery Caller
 :
 Bigl Muhamad Rizal

 Personal
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 November

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	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
No			Key Factor	Nilal	Nilai	Nilai	Nilai	Nilal	MAX	
		1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
١.	[2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
Ι.	Response Time	3	Pukul 12.00 - 18.00 (dalam kali)		5	5		5.00	5	100.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

Α. Ι	PROSES LAYANAN								
No	Parameter		Key Factor	Sampling 1 Nilal	Sampling 2 Nilal	Sampling 3 Nilal	Sampling 4 Nilal	AVG (Officer Improvement Priority
Γ.	Service Level	1	Kesesualan Template	1	1	1	1	100%	LS
Ι'.		2	Response Time	0	1	1	1	75%	P2
			Average	50.00%	100.00%	100.00%	100.00%	87.50%	
			Sub Total	1	2	2	2	7	

В.	SIKAP LAYANAN				SIKAP LAYANAN											
No	Parameter Key Factor		Sampling 1 Nilal	Sampling 2 Nilal	Sampling 3 Nilal	Sampling 4 Nilal	AVG (Officer Improvement Priority								
2	Writing Skills	3	Bahasa penulisan yang balk dan benar	1	1	1	1	100%	LS							
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS							
			Average	100.00%	100.00%	100.00%	100.00%	100.00%								
			Sub Total	2	2	2	2	8								

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (officer
140	7 diameter		rey racio	Nilai	Nilai	Nilai	Nilai	Nilal	Improvement Priority
	4 Correct Handling 6		a. Verifikasi data & Validasi	1	1	1	1	100%	LS
4		ľ	b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
			Penyampalan informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

Total Nilai	6	7	7	7	27	P1
Score MOC Overall	83.33%	100.00%	100.00%	100.00%	95.83%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

	o Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (v)				
N	Nama Officer		Benar	Salah			
- [Officer 1						
- 2	Officer Ke-N						
3							
4							
5							

N	Parameter/Key Factor	Skala Nilai	Detil	
Γ.	Respon Time, dalam Menit	5	< = 15 Menit	
Ι.	Respon time, datam ment	3	> 15 Menit	

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 Mistery Caller
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 Bigl Muhamad Rizal

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AROLO			Sampling 1

No	Parameter		Key Factor	Sampling 1		Sampling 2 Sampling 3	Sampling 4	(Layanan)		
NO	Parameter		Key Factor	Nilal	Nilai	Nilai	Nilal	Nilal	MAX	
Г		1	Pukul 00.00 - 08.00 (dalam kali)						5	0.00%
١.		2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
Ι,	Response Time	3	Pukul 12.00 - 18.00 (dalam kali)		5	5		5.00	5	100.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. F	OSES LAYANAN											
No	Parameter			Sampling 1 Nilal	Sampling 2 Nilal	Sampling 3 Nilal	Sampling 4 Nilal	AVG (Officer Improvement Priority			
		1	Kesesuaian Template	1	1	1	1	100%	LS			
Ľ	Service Level	2	Response Time	0	1	1	1	75%	P2			
			Average	50.00%	100.00%	100.00%	100.00%	87.50%				
			Sub Total	1	2	2	2	7				

В.	SIKAP LAYANAN												
No	Parameter		Key Factor	Sampling 1 Nilal	Sampling 2 Nilal	Sampling 3 Nilal	Sampling 4 Nilal	AVG (Officer Improvement Priority				
2	Writing Skills	3 Bahasa penulisan yang baik dan benar		1	1	1	1	100%	LS				
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS				
			Average	100.00%	100.00%	100.00%	100.00%	100.00%					
			Sub Total	2	2	2	2	8					

C. S	OLUSI LAYANAN								
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
Ш	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
4			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampalan informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	
			•						

Total Nilai	6	7	7	7	27	P1
Score MOC Overall	83.33%	100.00%	100.00%	100.00%	95.83%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (1)				
N	Nama Omcer	Kekonienuasiikawaban yang biberikan Onicer	Benar	Salah			
1	Officer 1						
2	Officer Ke-N						
3							
4							
5							

No	Parameter/Key Factor	Skala Nilai	Detii	
Γ.	Respon Time, dalam Menit	5	< = 15 Menit	
Ι.	Respon time, datam memit	3	> 15 Menit	

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No	Parameter	Key Factor		Sampling 1	Sampling 2	Sampling 3	Sampling 4	(Layanan)		
NO	Parameter		Rey Factor	Nilai	Nilai	Nilai	Nilai	Nilai	MAX	
Г	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
l.		2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
ľ		3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.009
		4	Pukul 18.00 - 24.00 (dalam kali)				3	3.00	5	60.009

	ROSES LAYANAN			Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	Militar
No	Parameter		Key Factor	Nilai	Nilai	Nilal	Nilai	Nilal	Improvement Priority
		1	Kesesualan Template	1	0	1	0	50%	P1
1.1	Service Level	2	Response Time	0	0	1	0	25%	P1
			Average	50.00%	0.00%	100.00%	0.00%	37.50%	
			Sub Total	1	0	2	0	3	

В.	SIKAP LAYANAN									
No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilal	Sampling 3 Nilal	Sampling 4 Nilal	AVG C	Officer Improvement Priority	
2	Writing Skills	3	Bahasa penulisan yang balk dan benar	1	0	1	0	50%	P1	
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	0	1	0	50%	P1	
			Average	100.00%	0.00%	100.00%	0.00%	50.00%		
			Sub Total	2	0	2	0	4		

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (officer
140	7 diameter	ney racion		Nilai	Nilai	Nilai	Nilai	Nilal	Improvement Priority
			a. Verifikasi data & Validasi	1	0	1	0	50%	P1
4	Correct Handling	ľ	b. Identifikasi kebutuhan pelanggan	1	0	1	0	50%	P1
		6	Penyampalan informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	0	1	0	50%	P1
	Average		100.00%	0.00%	100.00%	0.00%	50.00%		
			Sub Total	3	0	3	0	6	

Total Nilai	6	0	7	0	13	P1
Score MOC Overall	83.33%	0.00%	100.00%	0.00%	45.83%	P1

KETERANGAN	ASPEK	SOLUSI	LAYANAN

	o Nama Officer		Jawaban (v)	
N	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Benar	Salah
- [Officer 1			
- 2	Officer Ke-N			
3				
4				
5				

N	0	Parameter/Key Factor	Skala Nilai	Detil		
- [Т	Respon Time, dalam Menit	5	< = 15 Menit		
		Respon Time, dalam Menit	Respon Time, dalam Menit	3	> 15 Menit	

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No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
NO	rarameter		Rey Factor	Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
		1	Pukul 00.00 - 08.00 (dalam kali)						5	0.0
	Response Time	2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.0
	Response Time	3	Pukul 12.00 - 18.00 (dalam kali)		5	5		5.00	5	100.0
		4	Pukul 18 00 - 24 00 (dalam kali)				5	5.00	5	100.0

A. F	ROSES LAYANAN								
No	Parameter		Key Factor	Sampling 1 Nilal	Sampling 2 Nilal	Sampling 3 Nilal	Sampling 4 Nilal	AVG C	officer Improvement Priority
Π.		1	Kesesualan Template	1	1	1	1	100%	LS
'	Service Level	2	Response Time	0	1	1	1	75%	P2
			Average	50.00%	100.00%	100.00%	100.00%	87.50%	
			Sub Total	1	2	2	2	7	

В.	SIKAP LAYANAN									
No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilal	AVG C	Officer Improvement Priority	
2	Writing Skills	3	Bahasa penulisan yang balk dan benar	1	1	1	1	100%	LS	
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS	
			Average	100.00%	100.00%	100.00%	100.00%	100.00%		
			Sub Total	2	2	2	2	8		

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (Officer
140	Farameter	itay racioi		Nilai	Nilai	Nilai	Nilai	Nilal	Improvement Priority
			a. Verifikasi data & Validasi	1	1	1	1	100%	LS
4	Correct Handling	ľ	b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
	-		Penyampalan informasi & Solusi sesual dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
		Average		100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

Total Nilai	6	7	7	7	27	P1
Score MOC Overall	83.33%	100.00%	100.00%	100.00%	95.83%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

	om		Jawaban (v)			
N	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Benar	Salah		
1	Officer 1					
2	Officer Ke-N					
3						
4						
5						

ı	No	Parameter/Key Factor	Skala Nilai	Detii	
ſ	,	Respon Time, delam Menit	5	< = 15 Menit	
	1	Respon Time, dalam Menit	3	> 15 Menit	

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	AKSES									
ı	No Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
ı	40 Farameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
Ī		1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
ı	1 Response Time	2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
ı	1 Response time	3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. I	PROSES LAYANAN								
No	Parameter	meter Key Factor		Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (
	100000			Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
	1 Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
Ľ	Service Lewer	2	Response Time	0	0	1	1	50%	P1
		Average		50.00%	50.00%	100.00%	100.00%	75.00%	
			Sub Total	1	1	2	2	6	

В.	SIKAP LAYANAN								
No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilal	Sampling 3 Nilal	Sampling 4 Nilal	AVG C	Officer Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang balk dan benar	1	1	1	1	100%	LS
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

No	Barameter	Parameter Key Fa		Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (Officer
	raidinter		rey racio	Nilai	Nilai	Nilai	Nilai	Nilal	Improvement Priority
			a. Verifikasi data & Validasi	1	1	1	1	100%	LS
4	Correct Handling	,	b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
			Penyampalan informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

Total Nilai	6	6	7	7	26	P1
Score MOC Overall	83.33%	83.33%	100.00%	100.00%	91.67%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

	o Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (v)			
N	Nama Officer	Kekomendasi Jawaban yang Diberikan Officer	Benar	Salah		
- [Officer 1					
- 2	Officer Ke-N					
3						
4						
5						

No	Parameter/Key Factor	Skala Nilai	Detii	
Γ.	Beenen Time delem Menit	5	< = 15 Menit	
Ι.	Respon Time, dalam Menit	3	> 15 Menit	

SUMMARY ANALISA:



	AKSES										
	No Parameter			Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4			
ı	NO Parameter		ricy i deter		Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
			1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
	1 Response Tim		2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
	1 Response IIII	ne	3	Pukul 12.00 - 18.00 (dalam kali)		5	5		5.00	5	100.00%
			4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

Α.	PROSES LAYANAN								
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	
	- Indirector			Nilai	Nilai	Nilal	Nilai	Nilai	Improvement Priority
١.	Service Level	-1	Kesesuaian Template	1	1	1	1	100%	LS
Ľ	Service Level	2	Response Time	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
		Sub Total	2	2	2	2	8		

В.	SIKAP LAYANAN								
No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilal	Sampling 3 Nilal	Sampling 4 Nilal	AVG (Officer Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang balk dan benar	1	1	1	1	100%	LS
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (AVG Officer	
140	7 diameter		rey racio	Nilai	Nilai	Nilai	Nilai	Nilal	Improvement Priority	
			a. Verifikasi data & Validasi	1	1	1	1	100%	LS	
4	Correct Handling	ľ	b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS	
		6	Penyampalan informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS	
			Average	100.00%	100.00%	100.00%	100.00%	100.00%		
			Sub Total	3	3	3	3	12		

Total Nilai	7	7	7	7	28	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS
•						

KETERANGAN ASPEK SOLUSI LAYANAN No Nama Officer Rekomendasi/Jawaban yang Diberikan Officer Benar Benar

o Nama Onicei	Renomenassionnusum yang Sisternam Onica	Benar	Salah
Officer 1			
Officer Ke-N			
;			
	Officer 1 2 Officer Ke-N 3	Officer 1	Cfficer 1 Eenar

N	0	Parameter/Key Factor	Skala Nilai	Detil	
- [Т.	Respon Time, dalam Menit	5	< = 15 Menit	
		Respon time, datam memit	3	> 15 Menit	

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AKS	BES				•	
No	Parameter		Key Factor	Sampling 1	Sampling 2	٤
no.	Farallietei		Rey Factor	Nilai	Nilai	
		1	Pukul 00.00 - 06.00 (dalam kali)			

	No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
		Parameter		Rey Factor	Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
Ī			1	Pukul 00.00 - 08.00 (dalam kali)						5	0.00%
	.	Response Time	2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
	1	Response fille	3	Pukul 12.00 - 18.00 (dalam kali)		5	5		5.00	5	100.00%
			4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%
-					-						

A.	PROSES LAYANAN								
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	
140	r unumeter		Ney rector	Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
Ι,	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
Ľ	Service Level	2	Response Time	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

В.	SIKAP LAYANAN								
No	Parameter		Key Factor	Sampling 1	Sampling 2 Nilal	Sampling 3	Sampling 4	AVG (Officer Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (Officer
140	7 diameter		rey racio	Nilai	Nilai	Nilai	Nilai	Nilal	Improvement Priority
			a. Verifikasi data & Validasi	1	1	1	1	100%	LS
4	Correct Handling	ľ	b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampalan informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

Total Nilai	7	7	7	7	28	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS

K	ETERANGAN ASPEK SOLUSI L	AYANAN		
N	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)	
N	Nama Officer	Rekomendasi/Jawaban yang Diberikan Omcer	Benar	Salah
- 1	Officer 1			
2	Officer Ke-N			
3				
4				
- 5				

N	Param	neter/Key Factor	Skala Nilai	Detil
Γ.	Beenen	1 Time, dalam Menit	5	< = 15 Menit
-11	Respon time, datam menit	3	> 15 Menit	

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No	Parameter	Key Factor		Sampling 1	Sampling 1 Sampling 2		Sampling 4		(Layanan)	
NO	Parameter		Rey Factor	Nilai	Nilai	Nilai	Nilai	Nilai	MAX	
	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
١.		2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
Ι.		3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

Α.	PROSES LAYANAN								
No	Parameter Key Factor		Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C		
140	T di di lictor		Ney rector	Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
١.	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
Ľ	Service Level		Response Time	0	0	1	1	50%	P1
			Average	50.00%	50.00%	100.00%	100.00%	75.00%	
		Sub Total	1	1	2	2	6		

В.	SIKAP LAYANAN												
No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilal	Sampling 3 Nilal	Sampling 4 Nilal	AVG C	Officer Improvement Priority				
2	Writing Skills	3	Bahasa penulisan yang balk dan benar	1	1	1	1	100%	LS				
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS				
			Average	100.00%	100.00%	100.00%	100.00%	100.00%					
			Sub Total	2	2	2	2	8					

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (officer
140	7 diameter		rey racio	Nilai	Nilai	Nilai	Nilai	Nilal	Improvement Priority
			a. Verifikasi data & Validasi	1	1	1	1	100%	LS
4	Correct Handling	ľ	b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampalan informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

Total Nilai	6	6	7	7	26	P1
Score MOC Overall	83.33%	83.33%	100.00%	100.00%	91.67%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

	o Nama Officer		Jawaban (v)	
N	Nama Officer	Rekomendasil/Jawaban yang Diberikan Officer	Benar	Salah
- [Officer 1			
- 2	Officer Ke-N			
3				
4				
5				

N	Parameter/Key Factor	Skala Nilai	Detil	
Γ.	Respon Time, dalam Menit	5	< = 15 Menit	
Ι.	Respon Time, dalam Menit	3	> 15 Menit	

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No	Parameter	Key Factor		Sampling 1	Sampling 1 Sampling 2		Sampling 4		(Layanan)	
NO	Parameter		Rey Factor	Nilai	Nilai	Nilai	Nilai	Nilai	MAX	
	Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
١.		2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
Ι.		3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. I	PROSES LAYANAN								
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	
140	r an annotes			Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
-	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
Ľ	Service Level	2	Response Time	0	0	1	1	50%	P1
			Average	50.00%	50.00%	100.00%	100.00%	75.00%	
			Sub Total	1	1	2	2	6	

В.	SIKAP LAYANAN								
No	Parameter Key Factor			Sampling 1	Sampling 2 Nilal	Sampling 3	Sampling 4	AVG (Officer Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS
3	Helfuliness & Empaty	paty 4 Keinginan untuk membatu & bersikap empati			1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (Officer
140	7 diameter	y.ructor		Nilai	Nilai	Nilai	Nilai	Nilal	Improvement Priority
			a. Verifikasi data & Validasi	1	1	1	1	100%	LS
4	Correct Handling	ľ	b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampalan informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

Total Nilai	6	6	7	7	26	P1
Score MOC Overall	83.33%	83.33%	100.00%	100.00%	91.67%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

	o Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (v)			
N	Nama Officer		Benar	Salah		
- [Officer 1					
- 2	Officer Ke-N					
3						
4						
5						

No	Parameter/Key Factor	Skala Nilai	Detil	
Π.	Respon Time, dalam Menit	5	< = 15 Menit	
Π.	Respon time, datam menit	3	> 15 Menit	

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Ma	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	(Layanan)		
NO	Parameter	Rey Factor		Nilai	Nilai	Nilai	Nilai	Nilai	MAX	
		1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
		2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
ľ	Response Time	3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. PROSES LAYANAN									
No	Parameter			Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilal	AVG C	Officer Improvement Priority
Γ	Service Level	1	Kesesualan Template	1	1	1	1	100%	LS
Ľ	Service Level	2	Response Time	0	0	1	1	50%	P1
			Average	50.00%	50.00%	100.00%	100.00%	75.00%	
			Sub Total	1	1	2	2	6	

В.	SIKAP LAYANAN										
No	Parameter		Key Factor	Sampling 1 Nilal	Sampling 2 Nilal	Sampling 3 Nilal	Sampling 4 Nilal	AVG C	Officer Improvement Priority		
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS		
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS		
	•		Average	100.00%	100.00%	100.00%	100.00%	100.00%			
			Sub Total	2	2	2	2	8			

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (Officer
140	7 diameter	redy i actor		Nilai	Nilai	Nilai	Nilai	Nilal	Improvement Priority
			a. Verifikasi data & Validasi	1	1	1	1	100%	LS
4	Correct Handling	ľ	b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampalan informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

Total Nilai	6	6	7	7	26	P1
Score MOC Overall	83.33%	83.33%	100.00%	100.00%	91.67%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

	o Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (v)			
N	Nama Officer		Benar	Salah		
- [Officer 1					
- 2	Officer Ke-N					
3						
4						
5						

N	Parameter/Key Factor	Skala Nilai	Detil	
Γ.	Respon Time, dalam Menit	5	<= 15 Menit	
- ['	Respon time, datam ment	3	> 15 Menit	

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				Sampling 1

	Parameter		Key Factor Sampling 1 Sampling 2 Sampling 3		Sampling 3	Sampling 4	(Layanan)			
No	Parameter		Key Factor	Nilal	Nilai	Nilai	Nilal	Nilal	MAX	%
Г		1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
١.	1 Response Time	2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
Ι,	Response time	3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				3	3.00	5	60.00%

A. F	PROSES LAYANAN									
No	Parameter	Key Factor		Sampling 1 Nilal	Sampling 2 Nilal	Sampling 3 Nilal	Sampling 4 Nilal	AVG (Officer Improvement Priority	
	Service Level	1	Kesesuaian Template	1	1	1	0	75%	P2	
1.1	Service Level	2	Response Time	1	0	1	0	50%	P1	
			Average	100.00%	50.00%	100.00%	0.00%	62.50%		
			Sub Total	2	1	2	0	5		

В.	SIKAP LAYANAN										
No	Parameter	Key Factor		Sampling 1 Nilai	Sampling 2 Nilal	Sampling 3 Nilal	Sampling 4 Nilal	AVG C	Officer Improvement Priority		
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	0	75%	P2		
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	0	75%	P2		
			Average	100.00%	100.00%	100.00%	0.00%	75.00%			
			Sub Total	2	2	2	0	6			

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (Officer
140	rainitei		rey racio	Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
	Correct Handling		a. Verifikasi data & Validasi	1	1	1	0	75%	P2
4		ľ	b. Identifikasi kebutuhan pelanggan	1	1	1	0	75%	P2
		6	Penyampalan informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	0	75%	P2
			Average	100.00%	100.00%	100.00%	0.00%	75.00%	
			Sub Total	3	3	3	0	9	

Total Nila	ı	7	6	7	0	20	P1
Score MOC O	verall	100.00%	83.33%	100.00%	0.00%	70.83%	P1
•			•				

KETERANGAN ASPEK SOLUSI LAYANAN

	o Nama Officer		Jawaban (1)				
N		Rekomendasi/Jawaban yang Diberikan Officer	Benar	Salah			
- [Officer 1						
- 2	Officer Ke-N						
3							
4							
5							

N	Parameter/Key Factor	Skala Nilai	Detii	
Γ.	Respon Time, dalam Menit	5	< = 15 Menit	
Ι.	Respon time, datam menit	3	> 15 Menit	

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1	No Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
ı	NO Farameter		Rey Pactor	Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
Ī		1	Pukul 00.00 - 08.00 (dalam kali)						5	0.00%
	1 Response Time	2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
	1 Response time	3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
-		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

Α.	PROSES LAYANAN								
No	Parameter		Key Factor	Sampling 1 Nilal	Sampling 2 Nilal	Sampling 3 Nilal	Sampling 4 Nilal	AVG C	
		1	Kesesualan Template	filai 1	0	t 1	Nii Si		Improvement Priority P2
'	Service Level	2	Response Time	0	0	1	1	50%	P1
			Average	50.00%	0.00%	100.00%	100.00%	62.50%	
			Sub Total	1	0	2	2	5	

В.	SIKAP LAYANAN										
No	Parameter	Key Factor		Sampling 1 Nilai	Sampling 2 Nilal	Sampling 3 Nilal	Sampling 4 Nilal	AVG C	fficer Improvement Priority		
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	0	1	1	75%	P2		
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	0	1	1	75%	P2		
			Average	100.00%	0.00%	100.00%	100.00%	75.00%			
			Sub Total	2	0	2	2	6			

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (Officer
140	raidineter		Ney Factor	Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
	Correct Handling 6		a. Verifikasi data & Validasi	1	0	1	1	75%	P2
4		ľ	b. Identifikasi kebutuhan pelanggan	1	0	1	1	75%	P2
			Penyampalan informasi & Solusi sesual dengan kebutuhan pelanggan.	1	0	1	1	75%	P2
			Average	100.00%	0.00%	100.00%	100.00%	75.00%	
			Sub Total	3	0	3	3	9	

Total Nilai	6	0	7	7	20	P1
Score MOC Overall	83.33%	0.00%	100.00%	100.00%	70.83%	P1

KETE	ETERANGAN ASPEK SOLUSI LAYANAN									
	Nama Officer	Polymore deal Househouse and Physiline Cilling								
NO	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Benar							

	italia oliicei	reconcited and the state of the	Benar	Salah
Γ	1 Officer 1			
Γ	2 Officer Ke-N			
	3			
	4			
	5			

No	Parameter/Key Factor	Skala Nilai	Detil
Γ.	Respon Time, dalam Menit	5	< = 15 Menit
П.	Respon time, datam ment	3	> 15 Menit

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Α	KȘES										
Н,	o Parameter		Samplin		Sampling 1		Key Factor Sampling 1 Sampling 2 Sampling 3	Sampling 4	(Layanan)		
ľ	o Farameter		Rey Factor	Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%	
		1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%	
	Response Time	2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%	
	Response time	3	Pukul 12.00 - 18.00 (dalam kali)		5	5		5.00	5	100.00%	
L		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%	

A. I	PROSES LAYANAN								
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	
	100000		,	Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
Ľ	Service Level	2	Response Time	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

В.	SIKAP LAYANAN													
No	Parameter		Key Factor	Sampling 1 Nilal	Sampling 2 Nilal	Sampling 3 Nilal	Sampling 4 Nilal	AVG (Officer Improvement Priority					
2	Writing Skills	3	Bahasa penulisan yang balk dan benar	1	1	1	1	100%	LS					
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS					
			Average	100.00%	100.00%	100.00%	100.00%	100.00%						
			Sub Total	2	2	2	2	8						

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (Officer
140	7 diameter		rey racio	Nilai	Nilai	Nilai	Nilai	Nilal	Improvement Priority
			a. Verifikasi data & Validasi	1	1	1	1	100%	LS
4	Correct Handling	ľ	b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampalan informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

Total Nilai	7	7	7	7	28	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (v)			
N	Nama Officer	rekullendasilvamadali yalig biberikali Unicel	Benar	Salah		
1	Officer 1					
2	Officer Ke-N					
3						
4						
5						

ŀ	No	Parameter/Key Factor	Skala Nilai	Detil	
	,	Respon Time, dalam Menit	5	<= 15 Menit	
	1		3	> 15 Menit	1

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No. Documeter	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
NO Parameter			Rey Factor	Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
		1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
1 Response Tim		2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
1 Response IIII	ne	3	Pukul 12.00 - 18.00 (dalam kali)		5	5		5.00	5	100.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. F	PROSES LAYANAN								
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	
	100000	,		Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
Ľ		2	Response Time	1	1	1	1	100%	LS
	Avera		Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

В.	SIKAP LAYANAN									
No	No Parameter		Key Factor	Sampling 1 Nilal	Sampling 2 Nilal	Sampling 3 Nilal	Sampling 4 Nilal	AVG (Officer Improvement Priority	
2	Writing Skills	3	Bahasa penulisan yang balk dan benar	1	1	1	1	100%	LS	
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS	
			Average	100.00%	100.00%	100.00%	100.00%	100.00%		
			Sub Total	2	2	2	2	8		

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (Officer				
140	Farameter		Ney Factor	Nilai	Nilai	Nilai	Nilai	Nilal	Improvement Priority				
			a. Verifikasi data & Validasi	1	1	1	1	100%	LS				
4	Correct Handling	Correct Handling		b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS			
							Penyampalan informasi & Solusi sesual dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%					
	Sub Tota			3	3	3	3	12					

Total Nilai	7	7	7	7	28	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

	Nama Officer		Jawaban (v)	
N	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

	No	Parameter/Key Factor	Skala Nilai	Detil	
ſ	,	Respon Time, dalam Menit	5	<= 15 Menit	
	1	Respon time, datam menit	3	> 15 Menit	ĺ

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,	AKSES																
ı	No. Dommo	Parameter Key Factor Sar		Sampling 1	Sampling 1 Sampling 2 S		Sampling 3 Sampling 4		(Layanan)								
ı	NO Faranie	tei		Rey Factor	Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%						
Ī			1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%						
		Response Time	2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%						
	1 Response	Time	3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%						
									4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. F	PROSES LAYANAN								
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
1.	Service Level	-1	Kesesuaian Template	0	1	1	1	75%	P2
Ľ		2	Response Time	0	0	1	1	50%	P1
	Ave		Average	0.00%	50.00%	100.00%	100.00%	62.50%	
			Sub Total	0	1	2	2	5	

В.	SIKAP LAYANAN									
No	No Parameter		Key Factor	Sampling 1 Nilal	Sampling 2 Nilal	Sampling 3 Nilal	Sampling 4 Nilal	AVG (Officer Improvement Priority	
2	Writing Skills	3	Bahasa penulisan yang balk dan benar	0	1	1	1	75%	P2	
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	0	1	1	1	75%	P2	
			Average	0.00%	100.00%	100.00%	100.00%	75.00%		
			Sub Total	0	2	2	2	6		

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (Officer
140	7 diameter		rey racio	Nilai	Nilai	Nilai	Nilai	Nilal	Improvement Priority
	Correct Handling		a. Verifikasi data & Validasi	0	1	1	1	75%	P2
4			b. Identifikasi kebutuhan pelanggan	0	1	1	1	75%	P2
		6	Penyampalan informasi & Solusi sesuai dengan kebutuhan pelanggan.	0	1	1	1	75%	P2
			Average	0.00%	100.00%	100.00%	100.00%	75.00%	
	Sub Total			0	3	3	3	9	

Total Nilai	0	6	7	7	20	P1
Score MOC Overall	0.00%	83.33%	100.00%	100.00%	70.83%	P1

KETERANGAN ASPEK SOLUSI LAYANAN

	o Nama Officer		Jawaban (v)	
N	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Benar	Salah
- [Officer 1			
- 2	Officer Ke-N			
3				
4				
5				

N	0	Parameter/Key Factor	Skala Nilai	Detil	
Γ,	Т	Respon Time, dalam Menit	5	< = 15 Menit	
Ι.			3	> 15 Menit	I

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A	(SES									
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
rec	Farameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
Г		1	Pukul 00.00 - 08.00 (dalam kali)						5	0.00%
l.	1 Response Time	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%	
Ι.	Response time	3	Pukul 12.00 - 18.00 (dalam kali)		5	5		5.00	5	100.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

Α.	PROSES LAYANAN										
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C			
140	1		Ney rector	Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority		
-	Service Level	1	Kesesuaian Template	0	1	1	1	75%	P2		
Ľ	Service Lewer	2	Response Time	0	1	1	1	75%	P2		
			Average	0.00%	100.00%	100.00%	100.00%	75.00%			
			Sub Total	0	2	2	2	6			

В.	KAP LAYANAN									
No	Parameter	Parameter Key Factor		Sampling 1 Nilal	Sampling 2 Nilal	Sampling 3	Sampling 4 Nilal	AVG (Officer Improvement Priority	
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	0	1	1	1	75%	P2	
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	0	1	1	1	75%	P2	
			Average	0.00%	100.00%	100.00%	100.00%	75.00%		
			Sub Total	0	2	2	2	6		

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (Officer
140	7 diameter		itely i actor	Nilai	Nilai	Nilai	Nilai	Nilal	Improvement Priority
	Correct Handling	a. Verifikasi data & Validasi	0	1	1	1	75%	P2	
4		Ĭ	b. Identifikasi kebutuhan pelanggan	0	1	1	1	75%	P2
		6	Penyampalan informasi & Solusi sesuai dengan kebutuhan pelanggan.	0	1	1	1	75%	P2
		Average		0.00%	100.00%	100.00%	100.00%	75.00%	
			Sub Total	0	3	3	3	9	

Total Nilai	0	7	7	7	21	P1
Score MOC Overall	0.00%	100.00%	100.00%	100.00%	75.00%	P2

KETERANGAN ASPEK SOLUSI LAYANAN

	Nama Officer		Jawaban (√)				
N	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Benar	Salah			
1	Officer 1						
2	Officer Ke-N						
3							
4							
5							

No	Parameter/Key Factor	Skala Nilai	Detii	
Π,	Respon Time, dalam Menit	5	< = 15 Menit	
Ι.	Respon time, datam ment	3	> 15 Menit	

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A	CSES									
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
rec	Parameter		Rey Factor	Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
Г		1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
l.	2 Response Time	2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
ľ	Response time	3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. I	PROSES LAYANAN									
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C		
	New Yorks		Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority		
-	Service Level	1	Kesesuaian Template	0	1	1	1	75%	P2	
Ľ	Service Level	2	Response Time	0	0	1	1	50%	P1	
			Average	0.00%	50.00%	100.00%	100.00%	62.50%		
			Sub Total	0	1	2	2	5		

В.	KAP LAYANAN									
No	Parameter	Parameter Key Factor		Sampling 1 Nilal	Sampling 2 Nilal	Sampling 3	Sampling 4 Nilal	AVG (Officer Improvement Priority	
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	0	1	1	1	75%	P2	
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	0	1	1	1	75%	P2	
			Average	0.00%	100.00%	100.00%	100.00%	75.00%		
			Sub Total	0	2	2	2	6		

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (Officer
140	7 diameter		rey racio	Nilai	Nilai	Nilai	Nilai	Nilal	Improvement Priority
	5		a. Verifikasi data & Validasi	0	1	1	1	75%	P2
4	Correct Handling	_	b. Identifikasi kebutuhan pelanggan	0	1	1	1	75%	P2
		6	Penyampalan informasi & Solusi sesuai dengan kebutuhan pelanggan.	0	1	1	1	75%	P2
		Average		0.00%	100.00%	100.00%	100.00%	75.00%	
			Sub Total	0	3	3	3	9	

Total Nilai	0	6	7	7	20	P1
Score MOC Overall	0.00%	83.33%	100.00%	100.00%	70.83%	P1

	KETERAN	IGAN ASPEK SOLUSI L	AYANAN	
	lo N			
1		Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Panar

	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer		
ľ	Nama Officer	rekullendasilvawadan yang uluenkan Ullicei	Benar	Salah
- [Officer 1			
- [:	Officer Ke-N			
- [:				
[
- [

_				
No	,	Parameter/Key Factor	Skala Nilai	Detil
Γ.	Τ.	Respon Time, dalam Menit	5	< = 15 Menit
- 1.	1 '		3	> 15 Menit

SUMMARY ANALISA:



 Mistery Caller
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Α.	KSES									
No	o Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
	o Parameter	Rey Factor		Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
Γ		1	Pukul 00.00 - 08.00 (dalam kali)						5	0.00%
l.	1 Response Time	2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
ľ	Response time	3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

Α.	PROSES LAYANAN								
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
١.	Service Level	1	Kesesuaian Template	1	1	1	1	100%	LS
Ľ	Service Lewer	2	Response Time	0	0	1	1	50%	P1
			Average	50.00%	50.00%	100.00%	100.00%	75.00%	
			Sub Total	1	1	2	2	6	

В.	SIKAP LAYANAN													
No	Parameter	Key Factor		Sampling 1	Sampling 2 Nilal	Sampling 3	Sampling 4	AVG (Officer Improvement Priority					
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS					
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS					
			Average	100.00%	100.00%	100.00%	100.00%	100.00%						
			Sub Total	2	2	2	2	8						

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (Officer
140	7 diameter		rey racio	Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
		5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
4	Correct Handling		b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampalan informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

Total Nilai	6	6	7	7	26	P1
Score MOC Overall	83.33%	83.33%	100.00%	100.00%	91.67%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

	Nama Officer	RekomendasiUawaban yang Diberikan Officer	Jawaban (v)				
N	Nama Omcer		Benar	Salah			
1	Officer 1						
2	Officer Ke-N						
3							
4							
5							

N	Parameter/Key Factor	Skala Nilai	Detil	
Π.	Respon Time, dalam Menit	5	< = 15 Menit	
- ['	Respon time, datam ment	3	> 15 Menit	

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	AKSES									
ı	No Parameter		Key Factor	Sampling 1 Sampli		Sampling 3	Sampling 4	(Layanan)		
~	40 Farameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
Ī		1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
ı	1 Response Time	2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
ı	1 Response time	3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. F	PROSES LAYANAN								
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	
	100000		,	Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
	Service Level	-1	Kesesuaian Template	1	1	1	1	100%	LS
Ľ	Service Level	2	Response Time	0	0	1	1	50%	P1
	Average			50.00%	50.00%	100.00%	100.00%	75.00%	
			Sub Total	1	1	2	2	6	

В.	SIKAP LAYANAN								
No	Parameter		Key Factor	Sampling 1 Nilal	Sampling 2 Nilal	Sampling 3	Sampling 4 Nilal	AVG (Officer Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
	•		Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (Officer		
140	runnice			Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority		
		5	5	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
4	Correct Handling		b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS		
			Penyampalan informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS		
			Average	100.00%	100.00%	100.00%	100.00%	100.00%			
			Sub Total	3	3	3	3	12			

Total Nilai	6	6	7	7	26	P1
Score MOC Overall	83.33%	83.33%	100.00%	100.00%	91.67%	LS
•						

KETERANGAN ASPEK SOLUSI LAYANAN

	o Nama Officer		Jawaban (\(\)				
N	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Benar	Salah			
- [Officer 1						
- 2	Officer Ke-N						
3							
4							
5							

N	Parameter/Key Factor	Skala Nilai	Detil	
Γ.	Respon Time, dalam Menit	5	< = 15 Menit	
Ι.	Respon time, datam ment	3	> 15 Menit	

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	AKSES										
	No Parameter			Key Factor	Sampling 1	Sampling 1 Sampling 2 Sampling 3		Sampling 4	(Layanan)		
ı	NO Parameter		Key Factor		Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
			1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
	1 Response Tim		2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
	1 Response IIII	ne	3	Pukul 12.00 - 18.00 (dalam kali)		5	5		5.00	5	100.00%
			4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

Α.	PROSES LAYANAN								
No	Parameter	arameter Key Factor		Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	
	- Indirector			Nilai	Nilai	Nilal	Nilai	Nilai	Improvement Priority
١.	Service Level	-1	Kesesuaian Template	1	1	1	1	100%	LS
Ľ	Service Level	2	Response Time	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
		Sub Total	2	2	2	2	8		

В.	SIKAP LAYANAN								
No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilal	Sampling 3 Nilal	Sampling 4 Nilal	AVG (Officer Improvement Priority
2	Writing Skills	3	Bahasa penulisan yang balk dan benar	1	1	1	1	100%	LS
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	2	2	2	2	8	

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (Officer
140	7 diameter		rey racio	Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
		5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
4	Correct Handling		b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
	•	6	Penyampalan informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

Score MOC Overall 100.00% 100.00% 100.00% 100.00% LS	Total Nilai	7	7	7	7	28	P1
	Score MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

	o Nama Officer		Jawaban (√)				
N	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Benar	Salah			
- [Officer 1						
- 2	Officer Ke-N						
3							
4							
5							

No	Parameter/Key Factor	Skala Nilai	Detil	
Γ.	Respon Time, dalam Menit	5	< = 15 Menit	
Ι.	Respon time, datam memit	3	> 15 Menit	

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Ü	(SES Parameter		Maritan	Sampling 1	Sampling 2	Sampling 3	Sampling 4	(Layanan)		
^	Parameter		Key Factor	Nilal	Nilai	Nilai	Nilai	Nilal	MAX	%
		1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
I.	Response Time	2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
	Response time	3	Pukul 12.00 - 18.00 (dalam kali)		5	5		5.00	5	100.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. F	ROSES LAYANAN									
No	No Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C		
			,	Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority	
	1 Service Level		Kesesuaian Template	1	1	1	1	100%	LS	
Ľ	Service Level	2	Response Time	1	1	1	1	100%	LS	
			Average	100.00%	100.00%	100.00%	100.00%	100.00%		
			Sub Total	2	2	2	2	8		

В.	SIKAP LAYANAN										
No	Parameter		Key Factor	Sampling 1	Sampling 2 Nilal	Sampling 3	Sampling 4	AVG (Officer Improvement Priority		
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS		
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS		
			Average	100.00%	100.00%	100.00%	100.00%	100.00%			
			Sub Total	2	2	2	2	8			

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (Officer
140	7 diameter		rey racio	Nilai	Nilai	Nilai	Nilai	Nilal	Improvement Priority
			a. Verifikasi data & Validasi	1	1	1	1	100%	LS
4 Correct Handling	b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS		
		6	Penyampalan informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

Score MOC Overall 100.00% 100.00% 100.00% 100.00% 100.00% LS	Total Nilai	7	7	7	7	28	P1
	Score MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

	No Nama Officer Rekomendasi/Jawaban yang Diberikan Officer		Jawaban (🕏	
N	Nama Officer	Kekomendasi Jawaban yang Diberikan Umicer	Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

	No	Parameter/Key Factor	Skala Nilai	Detil	
ſ	,	Respon Time, dalam Menit	5	< = 15 Menit	
	1	Respon time, datam memit	3	> 15 Menit	

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	AKSES									
ı	No Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
ı	40 Farameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilal	MAX	%
ı		1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
ı		2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
ı	1 Response Time	3	Pukul 12.00 - 18.00 (dalam kali)		3	5		4.00	5	80.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

A. I	ROSES LAYANAN									
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C		
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority	
-	Service Level	-1	Kesesuaian Template	1	1	1	1	100%	LS	
Ľ	Service Level	2	Response Time	0	0	1	1	50%	P1	
			Average	50.00%	50.00%	100.00%	100.00%	75.00%		
			Sub Total	1	1	2	2	6		

В.	SIKAP LAYANAN										
No	o Parameter Key Factor -			Sampling 1 Nilai	Sampling 2 Nilal	Sampling 3 Nilal	Sampling 4 Nilal	AVG (Officer Improvement Priority		
2	Writing Skills	3	Bahasa penulisan yang balk dan benar	1	1	1	1	100%	LS		
3	Helfuliness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS		
			Average	100.00%	100.00%	100.00%	100.00%	100.00%			
			Sub Total	2	2	2	2	8			

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (Officer
140	7 diameter		rey racio	Nilai	Nilai	Nilai	Nilai	Nilal	Improvement Priority
			a. Verifikasi data & Validasi	1	1	1	1	100%	LS
4 Correct Handling	b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS		
		6	Penyampalan informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
			Average	100.00%	100.00%	100.00%	100.00%	100.00%	
			Sub Total	3	3	3	3	12	

Total Nilai	6	6	7	7	26	P1
Score MOC Overall	83.33%	83.33%	100.00%	100.00%	91.67%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

	o Nama Officer		Jawaban (v)				
N	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Benar	Salah			
- [Officer 1						
- 2	Officer Ke-N						
3							
4							
5							

No	Parameter/Key Factor	Skala Nilai	Detii	
Π.	Respon Time, dalam Menit	5	< = 15 Menit	
Ι.	Respon time, datam ment	3	> 15 Menit	ı

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	AKSES									
1	No Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
ı	NO Parameter		Rey Factor	Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
Ī		1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
	1 Response Time	2	Pukul 06.00 - 12.00 (dalam kali)	3				3.00	5	60.00%
	1 Response time	3	Pukul 12.00 - 18.00 (dalam kali)		5	5		5.00	5	100.00%
		4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5	100.00%

Α.	PROSES LAYANAN									
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C		
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority	
١.	Service Level	-1	Kesesuaian Template	0	1	1	1	75%	P2	
Ľ	Service Level	2	Response Time	0	1	1	1	75%	P2	
			Average	0.00%	100.00%	100.00%	100.00%	75.00%		
			Sub Total	0	2	2	2	6		

В.	SIKAP LAYANAN									
No	Parameter		Key Factor	Sampling 1 Nilal	Sampling 2 Nilal	Sampling 3	Sampling 4 Nilal	AVG (Officer Improvement Priority	
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	0	1	1	1	75%	P2	
3	3 Helfuliness & Empaty 4 Keinginan untuk membatu & bersikap empati		0	1	1	1	75%	P2		
			Average	0.00%	100.00%	100.00%	100.00%	75.00%		
			Sub Total	0	2	2	2	6		

No	lo Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (AVG Officer	
140	7 diameter		Ney Factor	Nilai	Nilal	Nilai	Nilai	Nilai	Improvement Priority	
			a. Verifikasi data & Validasi	0	1	1	1	75%	P2	
4	Correct Handling		b. Identifikasi kebutuhan pelanggan	0	1	1	1	75%	P2	
		6	Penyampalan informasi & Solusi sesual dengan kebutuhan pelanggan.	0	1	1	1	75%	P2	
Average				0.00%	100.00%	100.00%	100.00%	75.00%		
			Sub Total	0	3	3	3	9		

Total Nilai	0	7	7	7	21	P1
Score MOC Overall	0.00%	100.00%	100.00%	100.00%	75.00%	P2

KETERANGAN	ASPEK SOLUS	LAYANAN

	o Nama Officer		Jawaban (v)				
N	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Benar	Salah			
- [Officer 1						
- 2	Officer Ke-N						
3							
4							
5							

	No	Parameter/Key Factor	Skala Nilai	Detil	
ſ	, [Respon Time, dalam Menit	5	<= 15 Menit	
	1	Kespon Time, dalam Menit	3	> 15 Menit	

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