

FORM PENILAIAN KINERJA AGENT IMES

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	15%						
	5	Outgoing Call	10%						
	6	Durasi Loker	10%						
	7	Pro-Active Tiket (team)	15%						
2	KUALITAS		80%						
		QUALITY OF TICKET HANDLING	40%						
	7	Solusi dan Tindakan							
		Proses dan Tindakan							
	8	PNP Score (Produk & Prosedur Test)	40%						
3	KEDISPLINAN		20%						
	9	Pembinaan Agent	20%						