

Mistory Caller : Bigi Muhamad Rizal

Periode : November

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A	KSES	ES										
Ι.	la.	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)		
ľ		raiameter		roy Factor	Nilal	Nilai	Nilal	Nilai	Nilal	MAX	%	
Γ		Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%	
			2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%	
	·   ·	Kesponse nine	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	fficer			
140	T di dinecter			Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority			
	Service Level	1	Response Time	1	1	1	1	100%	LS			
Ľ	Service Level	2	Homepage Checking	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.	3. SIKAP LAYANAN											
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer			
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	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. 5	SOLUSI LAYANAN										
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer		
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai				
	4 Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS		
4			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	7	7	7	7	28	LS		
		Scor	e MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS		

K	TERANGAN ASPEK SOLUSI LAYANAN				
N	o Nama Officer		Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)	
- "	o Ivalila Officei		Rekollielituasiisawatan yang biberikan Onicer	Benar	Salah
	Officer 1				
- 2	Officer Ke-N				
3					
4					
- 5					
N	o Parameter/Key Factor	Skala	Detil		
Г.	Respon Time, dalam Menit	5	<= 15 Menit		
-11	Respon time, datam ment				
Γ.	Homepage Checking	5	Tidak ada Spam		
- 1 1	nomepage Checking	3	Ada Spam		
- 5	HIMMARY ANALISA:	•	,		



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Periode : November

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A	KSES									
	o Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
	o Farameter	Rey Factor		Nilal	Nilai	Nilai	Nilai	Nilai	MAX	
Г		1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
Ι.	Response Time	2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
Ι.	Response nine	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	fficer			
140	T di dinecter			Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority			
	Service Level	1	Response Time	1	1	1	1	100%	LS			
Ľ	Service Level	2	Homepage Checking	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.	3. SIKAP LAYANAN											
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer			
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	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. 5	SOLUSI LAYANAN											
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer			
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai					
			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	LS			
		Scor	e MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS			
_												

KE	TERANGAN ASPEK SOLUSI LAYANAN										
No	Nama Officer		Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)							
			Recommendasioawadan yang Diberikan Onicer	Benar	Salah						
	Officer 1										
2	Officer Ke-N										
3											
4											
5											
No	Parameter/Key Factor	Skala	Detil								
	Respon Time, dalam Menit	5	< = 15 Menit								
П.	Respon time, datam wemit	3	> 15 Menit								
	Homepage Checking	5	Tidak ada Spam								
1 *											
9	IMMADY ANALISA:	MARY ANALISA:									

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Mistery Caller : Biol Muhamad Rizal

Periodo : November

	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
	Farameter		Rey Pactor	Nilal	Nilal	Nilal	Nilai	Nilal	MAX	
Г		1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
Ι.	Response Time	2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
Ι.	Response rime	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	fficer			
140	T di dinecter			Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority			
	Service Level	1	Response Time	1	1	1	1	100%	LS			
Ľ	Service Level	2	Homepage Checking	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													
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer					
N	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	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. 5	SOLUSI LAYANAN											
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer			
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai					
		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 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	7	7	7	7	28	LS			
		Scor	e MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS			

K	TERANGAN ASPEK SOLUSI LAYANAN				
N	o Nama Officer		Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)	
- "	o Ivalila Officei		Rekollielituasiisawatan yang biberikan Onicer	Benar	Salah
	Officer 1				
- 2	Officer Ke-N				
3					
4					
- 5					
N	o Parameter/Key Factor	Skala	Detil		
Г.	Respon Time, dalam Menit	5	<= 15 Menit		
-11	Respon time, datam ment	3	> 15 Menit		
Γ.	Homepage Checking	5	Tidak ada Spam		
- 1 1	nomepage Checking	3	Ada Spam		
- 5	HIMMARY ANALISA:	•	,		



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Periode : November

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A	KSES	3ES												
Ι.	la.	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)				
ľ				roy Factor	Nilal	Nilai	Nilal	Nilai	Nilal	MAX	%			
Γ			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%			
	·   ·		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	ROSES LAYANAN												
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	fficer				
140	T di dinecter			Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority				
	Service Level	1	Response Time	1	1	1	1	100%	LS				
Ľ	Service Level	2	Homepage Checking	1	1	1	1	100%	LS				
			Average	100.00%	100.00%	100.00%	100.00%	100.00%					
			Sub Total	2	2	2	2	8					

B.	KAP LAYANAN												
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer				
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	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. 5	SOLUSI LAYANAN											
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer			
No	Parameter		Key Factor	Nilal	Nilai	Nilai	Nilai					
		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	7	7	7	7	28	LS			
		Sco	re MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS			

KET	ERANGAN ASPEK SOLUSI LAYANAN					
No	Nama Officer			Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)	
				Rekollietidasikawabati yang bibetikati Officet	Benar	Salah
	Officer 1					
2	Officer Ke-N					
3						
4						
5						
No	Parameter/Key Factor	Sk	ala	Detil		
-	Respon Time, dalam Menit		5	< = 15 Menit		
Ι.	respon time, dulum meme		3	> 15 Menit		
	Homepage Checking		5	Tidak ada Spam		
Ľ			3	Ada Spam		
SL	IMMARY ANALISA:					

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Mistery Caller : <u>Biog Mohamed Rizel</u>

Periode : <u>November</u>

A	KSES									
	o Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
	o Farameter	Rey Factor		Nilal	Nilai	Nilai	Nilai	Nilai	MAX	
Г		1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
Ι.	Response Time	2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
Ι.	Response nine	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	ROSES LAYANAN												
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	fficer				
140	T di dinecter			Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority				
	Service Level	1	Response Time	1	1	1	1	100%	LS				
Ľ	Service Level	2	Homepage Checking	1	1	1	1	100%	LS				
			Average	100.00%	100.00%	100.00%	100.00%	100.00%					
			Sub Total	2	2	2	2	8					

B.	KAP LAYANAN												
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer				
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	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. 5	SOLUSI LAYANAN											
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer			
No	Parameter		Key Factor	Nilal	Nilai	Nilai	Nilai					
		5	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	LS			
		Sco	re MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS			

KET	ERANGAN ASPEK SOLUSI LAYANAN												
No	Nama Officer			Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)								
				Rekollietidasikawabati yang bibetikati Officet	Benar	Salah							
	Officer 1												
2	Officer Ke-N												
3													
4													
5													
No	Parameter/Key Factor	Sk	ala	Detil									
-	Respon Time, dalam Menit		5	< = 15 Menit									
Ι.	respon time, dulum meme		3	> 15 Menit									
	Homepage Checking		5	Tidak ada Spam									
Ľ			3	Ada Spam									
SL	IUMMARY ANALISA:												

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Mistery Caller : Bigi Muhamad Rizal

Periode : November

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A	KSES	SES									
Ι.	la.	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
ľ		Parameter		roy Factor	Nilal	Nilai	Nilal	Nilai	Nilal	MAX	%
Γ		Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
			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%
L				4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5

A. I	PROSES LAYANAN											
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	fficer			
140	T di dinecter			Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority			
	Service Level	1	Response Time	1	1	1	1	100%	LS			
Ľ	Service Level	2	Homepage Checking	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.	B. SIKAP LAYANAN											
					Sampling 2	Sampling 3	Sampling 4	AVG (	Officer			
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	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. :	SOLUSI LAYANAN										
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer		
No	Parameter		Key Factor	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		
			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	7	7	7	7	28	LS		
		Scor	re MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS		

KET	ERANGAN ASPEK SOLUSI LAYANAN												
No	Nama Officer			Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)								
				Rekollietidasikawaban yang bibetikan bilicet	Benar	Salah							
	Officer 1												
2	Officer Ke-N												
3													
4													
5													
No	Parameter/Key Factor	Sk	ala	Detil									
-	Respon Time, dalam Menit		5	< = 15 Menit									
Ι.	respon time, dulum meme		3	> 15 Menit									
	Homepage Checking		5	Tidak ada Spam									
Ľ			3	Ada Spam									
SL	IUMMARY ANALISA:												

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A	KSES									
١,	lo Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
ľ	raiameter		Rey Factor	Nilal	Nilai	Nilal	Nilai	Nilal	MAX	
Г		1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
1	1 Response Time	2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
l'	response nine	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	officer			
140	7 di dilicita			Nilal	Nilal	Nilai	Nilai	Nilai	Improvement Priority			
	Service Level	- 1	Response Time	1	1	1	1	100%	LS			
Ι'	Service Level	2	Homepage Checking	1	1	1	1	100%	LS			
	Average Sub Total			100.00%	100.00%	100.00%	100.00%	100.00%				
				2	2	2	2	8				

В. 5	B. SIKAP LAYANAN											
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer			
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	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. 5	SOLUSI LAYANAN										
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer		
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai				
	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 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	7	7	7	7	28	LS		
		Scor	e MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS		

K	TERANGAN ASPEK SOLUSI LAYANAN												
N	o Nama Officer		Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)									
- "	o Ivalila Officei		Rekollielituasiisawatan yang biberikan Onicer	Benar	Salah								
	Officer 1												
- 2	Officer Ke-N												
3													
4													
- 5													
N	o Parameter/Key Factor	Skala	Detil										
Г.	Respon Time, dalam Menit	5	<= 15 Menit										
-11	Respon time, datam ment	3	> 15 Menit										
Γ.	Homepage Checking	5	Tidak ada Spam										
- 1 1	nomepage Checking	3	Ada Spam										
- 5	IMMARY ANALISA												

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Mistery Caller : <u>Biog Mohamed Rizel</u>

Periode : <u>November</u>

A	KSES	SES									
Ι.	la.	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
ľ		Parameter		roy Factor	Nilal	Nilai	Nilal	Nilai	Nilal	MAX	%
Γ		Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
			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%
L				4	Pukul 18.00 - 24.00 (dalam kali)				5	5.00	5

A. I	PROSES LAYANAN													
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	fficer					
140	T di dinecter			Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority					
	Service Level	1	Response Time	1	1	1	1	100%	LS					
Ľ	Service Level	2	Homepage Checking	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													
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer					
N	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	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. 5	OLUSI LAYANAN												
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer				
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai						
	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	7	7	7	7	28	LS				
		Scor	e MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS				

K	TERANGAN ASPEK SOLUSI LAYANAN				
N	o Nama Officer		Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)	
- "	o Ivalila Officei		Rekollielituasiisawatan yang biberikan Onicer	Benar	Salah
	Officer 1				
- 2	Officer Ke-N				
3					
4					
- 5					
N	o Parameter/Key Factor	Skala	Detil		
Г.	Respon Time, dalam Menit	5	<= 15 Menit		
-11	Respon time, datam ment	3	> 15 Menit		
Γ.	Homepage Checking	5	Tidak ada Spam		
- 1 1	nomepage Checking	3	Ada Spam		
- 5	HIMMARY ANALISA:	•	,		

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Mistery Caller : Bigi Muhamad Rizal

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A	KSES										
Ι.	la.	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
ľ				roy Factor	Nilal	Nilai	Nilal	Nilai	Nilal	MAX	%
Γ		Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
			2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
	·   ·	Kesponse nine	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	fficer					
140	T di dinecter			Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority					
	Service Level	1	Response Time	1	1	1	1	100%	LS					
Ľ	Service Level	2	Homepage Checking	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.	SIK	KAPLAYANAN													
	Т				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer					
N		Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority					
2	w	riting Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS					
3	н	elfullness & Empaty	4	Keinginan untuk membatu & bersikap empati	1	1	1	1	100%	LS					
				Average	100.00%	100.00%	100.00%	100.00%	100.00%						
	П			Sub Total	2	2	2	2	8						

C. 5	SOLUSI LAYANAN												
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer				
No	Parameter		Key Factor	Nilal	Nilai	Nilai	Nilai						
	5		a. Verifikasi data & Validasi	1	1	1	1	100%	LS				
4	Correct Handling				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	LS				
		Sco	re MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS				

KET	ERANGAN ASPEK SOLUSI LAYANAN					
No	Nama Officer			Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)	
				Rekollietidasikawaban yang bibetikan bilicet	Benar	Salah
	Officer 1					
2	Officer Ke-N					
3						
4						
5						
No	Parameter/Key Factor	Sk	ala	Detil		
-	Respon Time, dalam Menit		5	< = 15 Menit		
Ι.	respon time, dulum meme		3	> 15 Menit		
	Homepage Checking		5	Tidak ada Spam		
Ľ			3	Ada Spam		
SL	IMMARY ANALISA:					



Mistery Caller : Bigi Muhamad Rizal

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Linears Fraul

A	KSES										
Ι.	la.	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
ľ				roy Factor	Nilal	Nilai	Nilal	Nilai	Nilal	MAX	%
Γ		Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
			2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
	·   ·	Kesponse nine	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. F	PROSES LAYANAN											
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	fficer			
	7 di dilicitati			Nilal	Nilai	Nilai	Nilai	Nilai	Improvement Priority			
	Service Level	1	Response Time	1	1	1	1	100% LS	LS			
Ľ	Service Level	2	Homepage Checking	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													
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer					
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority					
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS					
3	Helfullness & 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. 5	SOLUSI LAYANAN										
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer		
No	Parameter		Key Factor	Nilal	Nilai	Nilai	Nilai				
		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	7	7	7	7	28	LS		
		Sco	re MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS		

KET	ETERANGAN ASPEK SOLIUSI LAYANAN											
No	Nama Officer			Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)							
				Rekollietidasikawaban yang bibetikan bilicet	Benar	Salah						
	Officer 1											
2	Officer Ke-N											
3												
4												
5												
No	Parameter/Key Factor	Sk	ala	Detil								
-	Respon Time, dalam Menit		5	< = 15 Menit								
Ι.	respon time, dulum meme		3	> 15 Menit								
	Homepage Checking		5	Tidak ada Spam								
Ľ			3	Ada Spam								
SL	SUMMARY ANALISA:											



Mistery Caller : Bigi Muhamad Rizal

Periode : Movember

Linears Final

A	KSES	:8													
	o Parameter			Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)					
	T didnictor		Rey Factor	Nilal	Nilai	Nilai	Nilai	Nilai	MAX						
Г			1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%				
Ι.	Response Time		2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%				
Ι.	Response nine		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. F	ROSES LAYANAN												
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	fficer				
				Nilal	Nilai	Nilai	Nilai	Nilai	Improvement Priority				
	Service Level	1	Response Time	1	1	1	1	100%	LS				
Ľ	Service Level	2	Homepage Checking	1	1	1	1	100%	LS				
	Average Sub Total			100.00%	100.00%	100.00%	100.00%	100.00%					
				2	2	2	2	8					

В.	SIK	IKAP LAYANAN										
	Т				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer		
N		Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority		
2	w	riting Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS		
3	н	elfullness & 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. 5	SOLUSI LAYANAN										
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer		
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai				
		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	7	7	7	7	28	LS		
		Scor	e MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS		

K	TERANGAN ASPEK SOLUSI LAYANAN											
N	o Nama Officer		Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)								
- "	o Ivalila Officei		Rekollielituasiisawatan yang biberikan Onicer	Benar	Salah							
	Officer 1											
- 2	Officer Ke-N											
3												
4												
- 5												
N	o Parameter/Key Factor	Skala	Detil									
Г.	Respon Time, dalam Menit	5	<= 15 Menit									
-11	Respon time, datam ment	3	> 15 Menit									
Γ.	Homepage Checking	5	Tidak ada Spam									
- 1 1	nomepage Checking	3	Ada Spam									
- 5	SUMMARY ANALISA:											



Mistery Caller : Bigi Muhamad Rizal

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Linears Final

A	KSES	:8													
	o Parameter			Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)					
	T didnictor		Rey Factor	Nilal	Nilai	Nilai	Nilai	Nilai	MAX						
Г			1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%				
Ι.	Response Time		2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%				
Ι.	Response nine		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	fficer
140	T di dinecter			Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
	Service Level	1	Response Time	1	1	1	1	100%	LS
Ľ	Service Level	2	Homepage Checking	1	1	1	1	100%	LS
	Average			100.00%	100.00%	100.00%	100.00%	100.00%	
	Sub Total			2	2	2	2	8	

B.	SIKAP LAYANAN								
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	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. 5	SOLUSI LAYANAN										
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer		
No	Parameter		Key Factor	Nilal	Nilai	Nilai	Nilai				
		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	7	7	7	7	28	LS		
		Sco	re MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS		

KE	TERANGAN ASPEK SOLUSI LAYANAN												
No	Nama Officer			Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (v)								
				Rekontenuasioawanan yang Diberikan Onicer	Benar	Salah							
- 1	Officer 1												
2	2 Officer Ke-N												
3													
4													
5													
No	Parameter/Key Factor	SI	kala	Detil									
-	Respon Time, dalam Menit		5	< = 15 Menit									
П.	respon time, datam meme		3	> 15 Menit									
	Homepage Checking		5	Tidak ada Spam									
Ľ			3	Ada Spam									
SI	SUMMARY ANALISA:												



Mistary Caller : Bigl Muhamad Rizal

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Α	KSES	(SES										
Ι,		Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)		
ľ		r drameter		Rey Pactor	Nilal	Nilai	Nilal	Nilai	Nilal	MAX	%	
Г		Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%	
1	,		2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%	
		response rime	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	fficer				
140	T di dinecter			Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority				
	Service Level	1	Response Time	1	1	1	1	100%	LS				
Ľ	Service Level	2	Homepage Checking	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. 5	SIKAP LAYANAN												
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer				
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority				
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS				
3	Helfullness & 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. :	SOLUSI LAYANAN											
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer			
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai					
	5 Cornert Handling		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	7	7	7	28	LS			
		Scor	e MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS			

KET	ERANGAN ASPEK SOLUSI LAYANAN					
No	Nama Officer			Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)	
				Recommendation Jung Older Mail Officer	Benar	Salah
	Officer 1					
2	Officer Ke-N					
3						
4						
5						
No	Parameter/Key Factor	Sk	ala	Detil		
	Respon Time, dalam Menit		5	< = 15 Menit		
Ι.	Respon time, datam went		3	> 15 Menit		
	Homepage Checking		5	Tidak ada Spam		
1 4			3	Ada Spam		
้รเ	MMARY ANALISA:					



Mistary Caller : Bigl Muhamad Rizal

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Α	KSES	(SES										
Ι,		Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)		
ľ		r drameter		Rey Pactor	Nilal	Nilai	Nilal	Nilai	Nilal	MAX	%	
Г		Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%	
1	,		2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%	
		response rime	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%	

Α. Ι	ROSES LAYANAN											
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	fficer			
140	r at attracted			Nilai	Nilal	Nilai	Nilai	Nilai	Improvement Priority			
	Service Level	1	Response Time	1	1	1	1	100%	LS			
Ľ	Service Level	2	Homepage Checking	1	1	1	1	100%	LS			
	Average		100.00%	100.00%	100.00%	100.00%	100.00%					
	Sub Total			2	2	2	2	8				

B.	SIKAP LAYANAN											
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer			
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	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. 5	SOLUSI LAYANAN											
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer			
No	Parameter		Key Factor	Nilal	Nilai	Nilai	Nilai					
			a. Verifikasi data & Validasi	1	1	1	1	100%	LS			
4	Correct Handling	sect 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	7	7	7	28	LS			
		Sco	re MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS			

KET	ERANGAN ASPEK SOLUSI LAYANAN					
No	Nama Officer			Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)	
				renomendasional yang electrical entering	Benar	Salah
	Officer 1					
2	Officer Ke-N					
3						
4						
5						
No	Parameter/Key Factor	Ska	ala	Detii		
-	Respon Time, dalam Menit			< = 15 Menit		
Ι.	Respon time, datam ment	3	3	> 15 Menit		
	Homepage Checking		,	Tidak ada Spam		
1 4		3	1	Ada Spam		
SU	MMARY ANALISA:					



Mistary Caller : Bigl Muhamad Rizal

Perioda : November

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A	KSES										
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	(Layanan)			
***	5 Farameter		roy Factor	Nilai	Nilai	Nilai	Nilai	Nilai	MAX		
		1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%	
Ι,	Response Time	2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%	
- 1 '	recaponac rinc	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	fficer				
140	T di dinecter			Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority				
	Service Level	1	Response Time	1	1	1	1	100%	LS				
Ľ	Service Level	2	Homepage Checking	1	1	1	1	100%	LS				
	Average			100.00%	100.00%	100.00%	100.00%	100.00%					
	Sub Total			2	2	2	2	8					

B.	(AP LAYANAN												
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer				
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	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. 5	OLUSI LAYANAN												
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer				
No	Parameter		Key Factor	Nilal	Nilai	Nilai	Nilai						
		5	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	LS				
		Sco	re MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS				

KET	KETERANGAN ASPEK SOLIJSI LAYANAN											
No	Nama Officer			Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)							
				renomendasional yang electrical entering	Benar	Salah						
	Officer 1											
2	Officer Ke-N											
3												
4												
5												
No	Parameter/Key Factor	Ska	ala	Detii								
-	Respon Time, dalam Menit			< = 15 Menit								
Ι.	Respon time, datam ment	3	3	> 15 Menit								
	Homepage Checking		,	Tidak ada Spam								
1 4		3	1	Ada Spam								
SU	MMARY ANALISA:											



A	KSES									
	o Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
	o Farameter	rey ructor		Nilal	Nilai	Nilai	Nilai	Nilai	MAX	
Г		1 8	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
Ι.	Response Time	2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
Ι.	Response nine	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	fficer						
140	T di dinecter			Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority						
	Service Level	1	Response Time	1	1	1	1	100%	LS						
Ľ	Service Level	2	Homepage Checking	1	1	1	1	100%	LS						
			Average	100.00%	100.00%	100.00%	100.00%	100.00%							
			Sub Total	2	2	2	2	8							

B.	(AP LAYANAN												
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer				
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	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. 5	OLUSI LAYANAN												
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer				
No	Parameter		Key Factor	Nilal	Nilai	Nilai	Nilai						
		5	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	LS				
		Sco	re MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS				

KET	ETERANGAN ASPEK SOLUSI LAYANAN											
No	Nama Officer			Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)							
				Rekollietidasikawabati yang bibetikati Officet	Benar	Salah						
	Officer 1											
2	Officer Ke-N											
3												
4												
5												
No	Parameter/Key Factor	Sk	ala	Detil								
-	Respon Time, dalam Menit		5	< = 15 Menit								
Ι.	respon time, dulum meme		3	> 15 Menit								
	Homepage Checking		5	Tidak ada Spam								
Ľ			3	Ada Spam								
SL	UMMARY ANALISA:											



A	KSES	ES												
Ι.	la.	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)				
ľ		1		roy Factor	Nilal	Nilai	Nilal	Nilai	Nilal	MAX	%			
Γ		Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%			
			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%			
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	fficer						
140	T di dinecter			Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority						
	Service Level	1	Response Time	1	1	1	1	100%	LS						
Ľ	Service Level	2	Homepage Checking	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. 5	IKAP LAYANAN													
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer					
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority					
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS					
3	Helfullness & 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. 5	SOLUSI LAYANAN												
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer				
No	Parameter		Key Factor	Nilal	Nilai	Nilai	Nilai						
		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	7	7	7	7	28	LS				
		Sco	re MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS				

KET	Erangan Aspek Solusi Layanan											
No	Nama Officer			Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)							
				Rekollietidasikawaban yang bibetikan bilicet	Benar	Salah						
	Officer 1											
2	Officer Ke-N											
3												
4												
5												
No	Parameter/Key Factor	Sk	ala	Detil								
-	Respon Time, dalam Menit		5	< = 15 Menit								
Ι.	respon time, dulum meme		3	> 15 Menit								
	Homepage Checking		5	Tidak ada Spam								
Ľ			3	Ada Spam								
SL	SUMMARY ANALISA:											



Mistery Caller : <u>Bigl Muhamad Rizal</u>

Periodo : <u>Nevember</u>

A	KSES	ASES .										
Ι.	la.	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)		
ľ		Parameter	Rey Pactor		Nilal	Nilai	Nilal	Nilai	Nilal	MAX	%	
Γ		Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%	
			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%	
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	fficer			
140	T di dinecter			Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority			
	Service Level	1	Response Time	1	1	1	1	100%	LS			
Ľ	Service Level	2	Homepage Checking	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.	B. SIKAP LAYANAN												
					Sampling 2	Sampling 3	Sampling 4	AVG (	Officer				
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	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. 5	SOLUSI LAYANAN										
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer		
No	Parameter		Key Factor	Nilal	Nilai	Nilai	Nilai				
		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	7	7	7	7	28	LS		
		Sco	re MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS		

K	TERANGAN ASPEK SOLUSI LAYANAN												
N	o Nama Officer		Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)									
- "	o Ivalila Officei		Rekollielituasiisawatan yang biberikan Onicer	Benar	Salah								
	Officer 1												
- 2	Officer Ke-N												
3													
4													
- 5													
N	o Parameter/Key Factor	Skala	Detil										
Г.	Respon Time, dalam Menit	5	<= 15 Menit										
-11	Respon time, datam ment	3	> 15 Menit										
Γ.	Homepage Checking	5	Tidak ada Spam										
- 1 1	nomepage Checking	3	Ada Spam										
- 5	IMMARY ANALISA												



Mistery Caller : Biog Mohamad Rizal

Perioda : Movember

Α	KSES									
	lo Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
ľ	io Farameter		Rey Factor	Nilal	Nilai	Nilal	Nilai	Nilal	MAX	
Г		1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
Ι.	1 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	PROSES LAYANAN										
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	officer		
	7 di dilicitati			Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority		
	Service Level	1	Response Time	1	1	1	1	100%	LS		
Ľ	Service Level	2	Homepage Checking	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											
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer			
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority			
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS			
3	Helfullness & 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. 5	SOLUSI LAYANAN										
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer		
No	Parameter		Key Factor	Nilal	Nilai	Nilai	Nilai				
		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	7	7	7	7	28	LS		
		Sco	re MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS		

KET	Erangan Aspek Solusi Layanan											
No	Nama Officer			Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)							
				Rekollietidasikawaban yang bibetikan bilicet	Benar	Salah						
	Officer 1											
2	Officer Ke-N											
3												
4												
5												
No	Parameter/Key Factor	Sk	ala	Detil								
-	Respon Time, dalam Menit		5	< = 15 Menit								
Ι.	respon time, dulum meme		3	> 15 Menit								
	Homepage Checking		5	Tidak ada Spam								
Ľ			3	Ada Spam								
SL	SUMMARY ANALISA:											



Mistary Caller : Bigl Muhamad Rizal

Perioda : November

Alaman Final

Α	AKSES										
Ι,		Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
ľ		Parameter	Rey Pactor		Nilal	Nilai	Nilal	Nilai	Nilal	MAX	%
Г		Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
1	,		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%
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	fficer					
140	T di dinecter			Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority					
	Service Level	1	Response Time	1	1	1	1	100%	LS					
Ľ	Service Level	2	Homepage Checking	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	AP LAYANAN												
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer					
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority					
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS					
3	Helfullness & 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. 5	SOLUSI LAYANAN											
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer			
No	Parameter		Key Factor	Nilal	Nilai	Nilai	Nilai					
		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	7	7	7	7	28	LS			
		Sco	re MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS			

KET	ERANGAN ASPEK SOLUSI LAYANAN					
No	Nama Officer			Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)	
				renomendasional yang electrical entering	Benar	Salah
	Officer 1					
2	Officer Ke-N					
3						
4						
5						
No	Parameter/Key Factor	Ska	ala	Detii		
-	Respon Time, dalam Menit			< = 15 Menit		
Ι.	Respon time, datam ment	3	3	> 15 Menit		
	Homepage Checking		,	Tidak ada Spam		
1 4		3	1	Ada Spam		
SU	MMARY ANALISA:					



A	AKSES	SES SES												
١.	No.	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)				
ľ		r drameter		Rey Pactor	Nilal	Nilal	Nilal	Nilai	Nilal	MAX	%			
Γ		Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%			
			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	fficer					
140	T di dinecter			Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority					
	Service Level	1	Response Time	1	1	1	1	100%	LS					
Ľ	Service Level	2	Homepage Checking	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													
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	ifficer					
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai		Improvement Priority					
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS					
3	Helfullness & 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. :	SOLUSI LAYANAN											
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer			
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai					
			a. Verifikasi data & Validasi	1	1	1	1	100%	LS			
4	Correct Handling b. Ide		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	LS			
		Scor	e MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS			

KET	ERANGAN ASPEK SOLUSI LAYANAN									
No	Nama Officer			Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)					
				Recommendation Jung Older Mail Officer	Benar	Salah				
	Officer 1									
2	Officer Ke-N									
3										
4										
5										
No	Parameter/Key Factor	Sk	ala	Detil						
	Respon Time, dalam Menit		5	< = 15 Menit						
Ι.	Respon time, datam went		3	> 15 Menit						
	Homepage Checking	5 Tidak ada Spam								
1 4			3	Ada Spam						
้รเ	MMARY ANALISA:									



A	KSES									
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
***	5 Farameter		roy Factor	Nilai	Nilai	Nilai	Nilai	Nilai	MAX	
		1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
Ι,	Response Time	2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
- 1 '	recaponac rinc	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	fficer					
140	T di dinecter			Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority					
	Service Level	1	Response Time	1	1	1	1	100%	LS					
Ľ	Service Level	2	Homepage Checking	1	1	1	1	100%	LS					
			Average	100.00%	100.00%	100.00%	100.00%	100.00%						
			Sub Total	2	2	2	2	8						

B.	SIKAP LAYANAN												
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer				
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	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. 5	SOLUSI LAYANAN	USI LAYANAN									
					Sampling 2	Sampling 3	Sampling 4	AVG (	Officer		
No	Parameter		Key Factor	Nilal	Nilai	Nilai	Nilai				
		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	7	7	7	7	28	LS		
		re MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS			

KET	ERANGAN ASPEK SOLUSI LAYANAN											
No	Nama Officer			Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)							
				Rekollietidasikawaban yang bibetikan bilicet	Benar	Salah						
	Officer 1											
2	Officer Ke-N											
3												
4												
5												
No	Parameter/Key Factor	Sk	ala	Detil								
-	Respon Time, dalam Menit		5	< = 15 Menit								
Ι.	respon time, dulum meme		3	> 15 Menit								
	Homepage Checking		5	Tidak ada Spam								
Ľ			3	Ada Spam								
SL	SUMMARY ANALISA:											



Mistary Caller : Bigl Muhamad Rizal

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A	KSES	JES										
Ι.	la.	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)		
ľ		Parameter		roy Factor	Nilal	Nilai	Nilal	Nilai	Nilal	MAX	%	
Γ			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%	
	·   ·		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	fficer
140	T di dinecter			Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
	Service Level	1	Response Time	1	1	1	1	100%	LS
Ľ	Service Level	2	Homepage Checking	1	1	1	1	100%	LS
	Average Sub Total			100.00%	100.00%	100.00%	100.00%	100.00%	
				2	2	2	2	8	

В. 5	B. SIKAP LAYANAN									
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer	
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	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. 5	SOLUSI LAYANAN	USI LAYANAN									
					Sampling 2	Sampling 3	Sampling 4	AVG (	Officer		
No	Parameter		Key Factor	Nilal	Nilai	Nilai	Nilai				
		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	7	7	7	7	28	LS		
		re MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS			

KET	ERANGAN ASPEK SOLUSI LAYANAN											
No	Nama Officer			Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)							
				Rekollietidasikawaban yang bibetikan bilicet	Benar	Salah						
	Officer 1											
2	Officer Ke-N											
3												
4												
5												
No	Parameter/Key Factor	Sk	ala	Detil								
-	Respon Time, dalam Menit		5	< = 15 Menit								
Ι.	respon time, dulum meme		3	> 15 Menit								
	Homepage Checking		5	Tidak ada Spam								
Ľ			3	Ada Spam								
SL	SUMMARY ANALISA:											



Mistary Caller : Bigl Muhamad Rizal

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	AKSES												
ı	No Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)				
ı	NO Parameter		Rey Factor	Nilai	Nilai	Nilai	Nilai	Nilal	MAX				
Γ		1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%			
1	1 Response Time	2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%			
1	Tresponse 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.	PROSES LAYANAN										
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	fficer		
140	r a ameter			Nilai	Nilal	Nilai	Nilai	Nilai	Improvement Priority		
	Service Level	1	Response Time	1	1	1	1	100%	LS		
Ľ	Service Level	2	Homepage Checking	1	1	1	1	100%	LS		
	Average Sub Total			100.00%	100.00%	100.00%	100.00%	100.00%			
				2	2	2	2	8			

В.	SIKAP LAYANAN										
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer		
N	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	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			

С	DLUSI LAYANAN										
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer		
N	Parameter		Key Factor	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		
			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	7	7	7	7	28	LS		
		re MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS			

K	TERANGAN ASPEK SOLUSI LAYANAN											
N	o Nama Officer		Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)								
- "	o Ivalila Officei		Rekollielituasiisawatan yang biberikan Onicer	Benar	Salah							
	Officer 1											
- 2	Officer Ke-N											
3												
4												
- 5												
N	o Parameter/Key Factor	Skala	Detil									
Г.	Respon Time, dalam Menit	5	<= 15 Menit									
-11	Respon time, datam ment	3	> 15 Menit									
Γ.	Homepage Checking	5	Tidak ada Spam									
- 1 1	nomepage Checking	3	Ada Spam									
- 5	SIMMARY ANALISA:											



Mistary Caller : Bigl Muhamad Rizal

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Α	KSES	SES										
Ι,		Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)		
ľ		Parameter		Rey Pactor	Nilal	Nilai	Nilal	Nilai	Nilal	MAX	%	
Г		Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%	
1	,		2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%	
		response rime	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	ROSES LAYANAN											
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	fficer			
140	T di dinecter			Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority			
	Service Level	1	Response Time	1	1	1	1	100%	LS			
Ľ	Service Level	2	Homepage Checking	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. 5	SIKAP LAYANAN													
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer					
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority					
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS					
3	Helfullness & 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. 5	SOLUSI LAYANAN											
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer			
No	Parameter		Key Factor	Nilal	Nilai	Nilai	Nilai					
	a. Verifikasi data & Vo		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	7	7	7	28	LS			
		Sco	re MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS			

KE	TERANGAN ASPEK SOLUSI LAYANAN										
No	Nama Officer		Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)							
			Rekulleliuasiisawabali yalig bibetikali Oliicel	Benar	Salah						
1	Officer 1										
2	Officer Ke-N										
3											
4											
5											
No	Parameter/Key Factor	Skala	Detil								
	Respon Time, dalam Menit	5	< = 15 Menit								
Η.	respon time, datam meme	3 > 15 Menit									
	Homepage Checking	5	Tidak ada Spam								
1 1	Homepage Checking	3	Ada Spam								
SI	IMMARY ANALISA:	MADY ANALISA									

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Mistery Caller : Biog Mohamad Rizal

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Α	KSES	(SES										
Ι,		Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)		
ľ		Parameter		Rey Pactor	Nilal	Nilai	Nilai	Nilai	Nilal	MAX	%	
Г		Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%	
1	,		2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%	
	1	recaponac rinic	3	Pukul 12.00 - 18.00 (dalam kali)		5			5.00	5	100.00%	
L			4	Pukul 18.00 - 24.00 (dalam kali)						5	0.00%	

A. I	ROSES LAYANAN											
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	fficer			
140	T di dinecter			Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority			
	Service Level	1	Response Time	1	1	1	1	100%	LS			
Ľ	Service Level	2	Homepage Checking	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												
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer				
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority				
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS				
3	Helfullness & 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. 5	SOLUSI LAYANAN								
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai		
	5		a. Verifikasi data & Validasi	1	1	1	1	100%	LS
4	Correct Handling	Correct Handling b. Identifikasi kebutuhan pelanggan			1	1	1	100%	LS
		6	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	7	7	7	7	28	LS
		Sco	re MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS
				7 100.00%	7 100.00%	7 100.00%	7 100.00%		LS LS

KET	ERANGAN ASPEK SOLUSI LAYANAN												
No	Nama Officer			Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)								
				Recommendation Jung Older Mail Officer	Benar	Salah							
	Officer 1												
2	Officer Ke-N												
3													
4													
5													
No	Parameter/Key Factor	Sk	ala	Detil									
	Respon Time, dalam Menit		5	< = 15 Menit									
Ι.	Respon time, datam went		3	> 15 Menit									
	Homepage Checking	Homeone Chapting 5 Tidak ada Spam											
1 4			3	Ada Spam									
้รเ	MMARY ANALISA:												

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Mistary Caller : Bigl Muhamad Rizal

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Α	KSES	SES										
Ι,		Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)		
ľ		Parameter		Rey Pactor	Nilal	Nilai	Nilal	Nilai	Nilal	MAX	%	
Г		Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%	
1	,		2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%	
		response rime	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.	PROSES LAYANAN												
No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	fficer				
140	7 di dineter			Nilai	Nilal	Nilai	Nilai	Nilai	Improvement Priority				
	Service Level	1	Response Time	1	1	1	1	100%	LS				
Ľ	Service Level	2	Homepage Checking	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										
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer		
N	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	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. 5	SOLUSI LAYANAN											
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer			
No	Parameter		Key Factor	Nilal	Nilai	Nilai	Nilai					
		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	7	7	7	7	28	LS			
		Sco	re MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS			

KE	TERANGAN ASPEK SOLUSI LAYANAN				
No	Nama Officer		Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)	
			Rekulleliuasiisawabali yalig bibetikali Oliicel	Benar	Salah
1	Officer 1				
2	Officer Ke-N				
3					
4					
5					
No	Parameter/Key Factor	Skala	Detil		
	Respon Time, dalam Menit	5	< = 15 Menit		
Η.	respon time, datam meme	3	> 15 Menit		
	Homepage Checking	5	Tidak ada Spam		
1 1	Homepage Checking	3	Ada Spam		
SI	IMMARY ANALISA:				•

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Mistery Caller : Bigi Muhamad Rizal

Periode : Movember

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AKSES											
Ι.	la.	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
ľ		Parameter		roy Factor	Nilal	Nilai	Nilal	Nilai	Nilal	MAX	%
Γ		Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
			2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
	·   ·	Kesponse nine	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	fficer				
140	T di dinecter	Ney Factor		Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority				
	Service Level	1	Response Time	1	1	1	1	100%	LS				
Ľ	Service Level	2	Homepage Checking	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. 5	B. SIKAP LAYANAN											
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer			
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	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. 5	OLUSI LAYANAN											
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer			
No	Parameter		Key Factor	Nilal	Nilai	Nilai	Nilai					
		5	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	LS			
		Sco	re MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS			

KET	ERANGAN ASPEK SOLUSI LAYANAN					
No	Nama Officer			Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)	
				Rekollietidasikawaban yang bibetikan bilicet	Benar	Salah
	Officer 1					
2	Officer Ke-N					
3						
4						
5						
No	Parameter/Key Factor	Sk	ala	Detil		
-	Respon Time, dalam Menit		5	< = 15 Menit		
Ι.	respon time, dulum meme		3	> 15 Menit		
	Homepage Checking		5	Tidak ada Spam		
Ľ			3	Ada Spam		
SL	IMMARY ANALISA:					



Mistery Caller : Bigi Muhamad Rizal

Periode : November

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AKSES											
Ι.	la.	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4		(Layanan)	
ľ		Parameter		roy Factor	Nilal	Nilai	Nilal	Nilai	Nilal	MAX	%
Γ		Response Time	1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%
			2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%
	·   ·	Kesponse nine	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. F	OSES LAYANAN										
No	Parameter	Key Factor		Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	fficer		
	7 di dilicitati			Nilal	Nilai	Nilai	Nilai	Nilai	Improvement Priority		
	Service Level	1	Response Time	1	1	1	1	100%	LS		
Ľ	Service Level	2	Homepage Checking	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										
					Sampling 2	Sampling 3	Sampling 4	AVG (	Officer		
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority		
2	Writing Skills	3	Bahasa penulisan yang baik dan benar	1	1	1	1	100%	LS		
3	Helfullness & 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			

Key Factor  a. Verifikasi data & Validasi  b. Identifikasi kebutuhan pelanggan	Sampling 1 Nilai	Sampling 2 Nilal 1	Sampling 3 Nilal	Sampling 4 Nilai	AVG C Nilal 100%	Improvement Priority
a. Verifikasi data & Validasi 5	Nilai 1	Nilal 1	Nilai 1	Nilal 1		Improvement Priority
5	1	1	1	1	100%	
						LS
	1	1	1	1	100%	LS
6 Penyampalan Informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	1	100%	LS
Average	e 100.00%	100.00%	100.00%	100.00%	100.00%	
Sub Tota	3	3	3	3	12	
Total Nilai	7	7	7	7	28	LS
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS
	pelanggan.  Averag Sub Total Total Nilai	Delanggan   Average   100.00%	Average   100,00%   100,00%   Sub Total Nilai   7   7		Netrogo   100,00%   100,	Desirogan.

KE	TERANGAN ASPEK SOLUSI LAYANAN										
No	Nama Officer			Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)						
				Rekontenuasioawanan yang Diberikan Onicer	Benar	Salah					
- 1	Officer 1										
2	Officer Ke-N										
3											
4											
5											
No	Parameter/Key Factor	SI	kala	Detil							
-	Respon Time, dalam Menit		5	< = 15 Menit							
П.	respon time, datam meme	3 > 15 Menit		> 15 Menit							
	Homepage Checking		5	Tidak ada Spam							
Ľ			3	Ada Spam							
SI	IJMMARY ANALISA:										



Mistery Caller : Biog Mohamad Rizal

Perioda : Movember

A	AKSES										
١.	Parameter	Key Factor		Sampling 1	Sampling 2	Sampling 3	Sampling 4	(Layanan)			
ľ	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%	
Г		1	Pukul 00.00 - 06.00 (dalam kali)						5	0.00%	
1	Response Time	2	Pukul 06.00 - 12.00 (dalam kali)	5				5.00	5	100.00%	
	Response nine	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%	

Α. Ι	A. PROSES LAYANAN									
No	Parameter	Key Factor		Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG C	fficer	
140	7 arameter		rey ructor	Nilal	Nilal	Nilai	Nilai	Nilai	Improvement Priority	
Ι.	Service Level	- 1	Response Time	1	1	1	1	100%	LS	
Ľ	Service Level	2	Homepage Checking	1	1	1	1	100%	LS	
	Average Sub Total			100.00%	100.00%	100.00%	100.00%	100.00%		
				2	2	2	2	8		

В.	B. SIKAP LAYANAN									
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer	
No	Parameter		Key Factor	Nilai	Nilai	Nilai	Nilai	Nilai	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. 5	SOLUSI LAYANAN								
				Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG (	Officer
No	Parameter		Key Factor	Nilal	Nilai	Nilai	Nilai		
		5	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	LS
		Sco	re MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS
	, <u>, , , , , , , , , , , , , , , , , , </u>								

KET	TERANGAN ASPEK SOLUSI LAYANAN									
No	Nama Officer			Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)					
		a Officer		Rekollietidasikawaban yang bibetikan bilicet	Benar	Salah				
	Officer 1									
2	Officer Ke-N									
3										
4										
5										
No	Parameter/Key Factor	Sk	ala	Detil						
-	Respon Time, dalam Menit		5	< = 15 Menit						
Ι.	respon time, dulum meme		3	> 15 Menit						
	Homepage Checking		5	Tidak ada Spam						
Ľ			3	Ada Spam						
SL	SUMMARY ANALISA:									