

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bigi Muhamad Rizal  
Periode : September

**AKSES**

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

**A. PROSES LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1 Kesesuaian Template	1	1	1	100%	LS
		2 Response Time	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

Total Nilai			7	7	7	21	P1
Score MOC Overall			100.00%	100.00%	100.00%	100.00%	LS

**KETERANGAN ASPEK SOLUSI LAYANAN**

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

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

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		3 Pukul 12.00 - 18.00 (dalam kali)		5		5	0.00%
		4 Pukul 18.00 - 24.00 (dalam kali)			5	5.00	100.00%

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No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1 Kesesuaian Template	1	1	1	100%	LS
		2 Response Time	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	Nilai	Avg Officer	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1		100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1		100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1		100%	LS
		Average	100.00%	100.00%	100.00%		100.00%	
		Sub Total	3	3	3		300%	

Total Nilai			7	7	7	21	P1
Score MOC Overall			100.00%	100.00%	100.00%	100.00%	LS

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**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
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		Average		100.00%	100.00%	100.00%	100.00%
		Sub Total		3	3	3	300%

Total Nilai			7	7	7	21	P1
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**KETERANGAN ASPEK SOLUSI LAYANAN**

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
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Sub Total			2	2	2	6	

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

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		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
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B. SIKAP LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
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2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
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Average			100.00%	100.00%	100.00%	100.00%	
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**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
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		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
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No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
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**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
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2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
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Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
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		Average		100.00%	100.00%	100.00%	100.00%
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No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
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Average			100.00%	100.00%	100.00%	100.00%	
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Total Nilai	7	7	7	21	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

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

SUMMARY ANALISA:

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bigi Muhamad Rizal  
Periode : September

**AKSES**

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

**A. PROSES LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1 Kesesuaian Template	1	1	1	100%	LS
		2 Response Time	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

Total Nilai			7	7	7	21	P1
Score MOC Overall			100.00%	100.00%	100.00%	100.00%	LS

**KETERANGAN ASPEK SOLUSI LAYANAN**

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

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

**SUMMARY ANALISA:**

FORM MYSTERY OMNI CHANNEL - EMAIL  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bilgi Muhamad Rizal  
Periode : September

AKSES

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

A. PROSES LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1 Kesesuaian Template	1	1	1	100%	LS
		2 Response Time	1	1	1	100%	LS
		Average		100.00%	100.00%	100.00%	100.00%
Sub Total			2	2	2	6	

B. SIKAP LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

C. SOLUSI LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

Total Nilai	7	7	7	21	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

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

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bilgi Muhamad Rizal  
Periode : September

AKSES

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

A. PROSES LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1 Kesesuaian Template	1	1	1	100%	LS
		2 Response Time	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

B. SIKAP LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

C. SOLUSI LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			3	3	3	300%	

Total Nilai	7	7	7	21	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

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

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bilgi Muhamad Rizal  
Periode : September

AKSES

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

A. PROSES LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1 Kesesuaian Template	1	1	1	100%	LS
		2 Response Time	1	1	1	100%	LS
		Average		100.00%	100.00%	100.00%	100.00%
Sub Total			2	2	2	6	

B. SIKAP LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

C. SOLUSI LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

Total Nilai	7	7	7	21	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

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

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bilgi Muhamad Rizal  
Periode : September

AKSES

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

A. PROSES LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1 Kesesuaian Template	1	1	1	100%	LS
		2 Response Time	1	1	1	100%	LS
		Average		100.00%	100.00%	100.00%	100.00%
Sub Total			2	2	2	6	

B. SIKAP LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

C. SOLUSI LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average		100.00%	100.00%	100.00%	100.00%
		Sub Total		3	3	3	300%

Total Nilai	7	7	7	21	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

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

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bilgi Muhamad Rizal  
Periode : September

AKSES

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

A. PROSES LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1 Kesesuaian Template	1	1	1	100%	LS
		2 Response Time	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

B. SIKAP LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

C. SOLUSI LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			3	3	3	300%	

Total Nilai	7	7	7	21	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

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

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Biqi Muhamad Rizal  
Periode : September

AKSES

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

A. PROSES LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1 Kesesuaian Template	1	1	1	100%	LS
		2 Response Time	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

B. SIKAP LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

C. SOLUSI LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			3	3	3	300%	

Total Nilai	7	7	7	21	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

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

SUMMARY ANALISA:



**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bigi Muhamad Rizal  
Periode : September

**AKSES**

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

**A. PROSES LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1 Kesesuaian Template	1	1	1	100%	LS
		2 Response Time	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

Total Nilai			7	7	7	21	P1
Score MOC Overall			100.00%	100.00%	100.00%	100.00%	LS

**KETERANGAN ASPEK SOLUSI LAYANAN**

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

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

**SUMMARY ANALISA:**

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bigi Muhamad Rizal  
Periode : September

**AKSES**

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

**A. PROSES LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1 Kesesuaian Template	1	1	1	100%	LS
		2 Response Time	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	Nilai	Avg Officer	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1		100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1		100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1		100%	LS
		Average	100.00%	100.00%	100.00%		100.00%	
		Sub Total	3	3	3		300%	

Total Nilai			7	7	7	21	P1
Score MOC Overall			100.00%	100.00%	100.00%	100.00%	LS

**KETERANGAN ASPEK SOLUSI LAYANAN**

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

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

**SUMMARY ANALISA:**

FORM MYSTERY OMNI CHANNEL - EMAIL  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Biqi Muhamad Rizal  
Periode : September

AKSES

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

A. PROSES LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1 Kesesuaian Template	1	1	1	100%	LS
		2 Response Time	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

B. SIKAP LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

C. SOLUSI LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			3	3	3	300%	

Total Nilai	7	7	7	21	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

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

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bilgi Muhamad Rizal  
Periode : September

AKSES

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

A. PROSES LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1 Kesesuaian Template	1	1	1	100%	LS
		2 Response Time	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

B. SIKAP LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

C. SOLUSI LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			3	3	3	300%	

Total Nilai	7	7	7	21	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

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

SUMMARY ANALISA:

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bigi Muhamad Rizal  
Periode : September

**AKSES**

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

**A. PROSES LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1 Kesesuaian Template	1	1	1	100%	LS
		2 Response Time	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

Total Nilai			7	7	7	21	P1
Score MOC Overall			100.00%	100.00%	100.00%	100.00%	LS

**KETERANGAN ASPEK SOLUSI LAYANAN**

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

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

**SUMMARY ANALISA:**

FORM MYSTERY OMNI CHANNEL - EMAIL  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Biqi Muhamad Rizal  
Periode : September

AKSES

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

A. PROSES LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1 Kesesuaian Template	1	1	1	100%	LS
		2 Response Time	1	1	1	100%	LS
		Average		100.00%	100.00%	100.00%	100.00%
Sub Total			2	2	2	6	

B. SIKAP LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

C. SOLUSI LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average		100.00%	100.00%	100.00%	100.00%
		Sub Total		3	3	3	300%

Total Nilai	7	7	7	21	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

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

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bilgi Muhamad Rizal  
Periode : September

AKSES

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

A. PROSES LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1 Kesesuaian Template	1	1	1	100%	LS
		2 Response Time	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

B. SIKAP LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

C. SOLUSI LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			3	3	3	300%	

Total Nilai	7	7	7	21	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

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

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bilgi Muhamad Rizal  
Periode : September

AKSES

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

A. PROSES LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1 Kesesuaian Template	1	1	1	100%	LS
		2 Response Time	1	1	1	100%	LS
		Average		100.00%	100.00%	100.00%	100.00%
Sub Total			2	2	2	6	

B. SIKAP LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

C. SOLUSI LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

Total Nilai	7	7	7	21	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

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

SUMMARY ANALISA:



FORM MYSTERY OMNI CHANNEL - EMAIL  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Biqi Muhamad Rizal  
Periode : September

AKSES

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

A. PROSES LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1 Kesesuaian Template	1	1	1	100%	LS
		2 Response Time	1	1	1	100%	LS
		Average		100.00%	100.00%	100.00%	100.00%
Sub Total			2	2	2	6	

B. SIKAP LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

C. SOLUSI LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

Total Nilai	7	7	7	21	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

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

SUMMARY ANALISA:

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bigi Muhamad Rizal  
Periode : September

**AKSES**

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

**A. PROSES LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1 Kesesuaian Template	1	1	1	100%	LS
		2 Response Time	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

Total Nilai			7	7	7	21	P1
Score MOC Overall			100.00%	100.00%	100.00%	100.00%	LS

**KETERANGAN ASPEK SOLUSI LAYANAN**

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

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

**SUMMARY ANALISA:**

FORM MYSTERY OMNI CHANNEL - EMAIL  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bilgi Muhamad Rizal  
Periode : September

AKSES

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

A. PROSES LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1 Kesesuaian Template	1	1	1	100%	LS
		2 Response Time	1	1	1	100%	LS
		Average		100.00%	100.00%	100.00%	100.00%
Sub Total			2	2	2	6	

B. SIKAP LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

C. SOLUSI LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

Total Nilai	7	7	7	21	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

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

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - EMAIL  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Biqi Muhamad Rizal  
Periode : September

AKSES

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

A. PROSES LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1 Kesesuaian Template	1	1	1	100%	LS
		2 Response Time	1	1	1	100%	LS
		Average		100.00%	100.00%	100.00%	100.00%
Sub Total			2	2	2	6	

B. SIKAP LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

C. SOLUSI LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

Total Nilai	7	7	7	21	P1
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

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

SUMMARY ANALISA:

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bigi Muhamad Rizal  
Periode : September

**AKSES**

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

**A. PROSES LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1 Kesesuaian Template	1	1	1	100%	LS
		2 Response Time	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
		Average	100.00%	100.00%	100.00%	100.00%	
		Sub Total	3	3	3	300%	

Total Nilai			7	7	7	21	P1
Score MOC Overall			100.00%	100.00%	100.00%	100.00%	LS

**KETERANGAN ASPEK SOLUSI LAYANAN**

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

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

**SUMMARY ANALISA:**

**FORM MYSTERY OMNI CHANNEL - EMAIL**  
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bigi Muhamad Rizal  
Periode : September

**AKSES**

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

**A. PROSES LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1 Kesesuaian Template	1	1	1	100%	LS
		2 Response Time	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**B. SIKAP LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
2	Writing Skills	3 Bahasa penulisan yang baik dan benar	1	1	1	100%	LS
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			2	2	2	6	

**C. SOLUSI LAYANAN**

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	
			Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5 a. Verifikasi data & Validasi	1	1	1	100%	LS
		b. Identifikasi kebutuhan pelanggan	1	1	1	100%	LS
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	1	1	100%	LS
Average			100.00%	100.00%	100.00%	100.00%	
Sub Total			3	3	3	300%	

Total Nilai			7	7	7	21	P1
Score MOC Overall			100.00%	100.00%	100.00%	100.00%	LS

**KETERANGAN ASPEK SOLUSI LAYANAN**

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (✓)	
			Benar	Salah
1	Officer 1			
2	Officer Ke-N			
3				
4				
5				

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

**SUMMARY ANALISA:**