FORM MYSTERY OMNI CHANNEL - SOSMED
PT. INFOMEDIA NUSANTARA

infomedia
Your Digital CX Partner
by Telkom Indonesia

Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	(Layanan)		
				Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				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

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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
	Score MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit
2	Homepage Checking	5	Tidak ada Spam
		3	Ada Spam

SUMMARY ANALISA:

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AKSES

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	(Layanan)		
				Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				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

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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
	Score MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit
2	Homepage Checking	5	Tidak ada Spam
		3	Ada Spam

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Periode	:	**November**
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AKSES

No	Parameter	Key Factor		Sampling 1	Sampling 2	Sampling 3	Sampling 4	(Layanan)		
				Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter	Key Factor		Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter	Key Factor		Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				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

No	Parameter	Key Factor		Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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	

		Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai		7	7	7	7	28	LS
Score MOC Overall		100.00%	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	**Respon Time, dalam Menit**	5	< = 15 Menit
		3	> 15 Menit
2	**Homepage Checking**	5	Tidak ada Spam
		3	Ada Spam

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AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer 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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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	

	Sampling 1	Sampling 2	Sampling 3	Sampling 4		
Total Nilai	7	7	7	7	28	LS
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	**100.00%**	**LS**

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit
2	Homepage Checking	5	Tidak ada Spam
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No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	(Layanan)		
				Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				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

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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
		Score MOC Overall		100.00%	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
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No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	(Layanan)		
				Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				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

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	**100.00%**	**LS**

KETERANGAN ASPEK SOLUSI LAYANAN

No	Nama Officer	Rekomendasi/Jawaban yang Diberikan Officer	Jawaban (√)	
			Benar	Salah
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No	Parameter/Key Factor	Skala	Detil
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No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	(Layanan)		
				Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				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

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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
		Score MOC Overall	100.00%	100.00%	100.00%	100.00%	**100.00%**	**LS**

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	**Respon Time, dalam Menit**	5	< = 15 Menit
		3	> 15 Menit
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		3	Ada Spam

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Periode	:	November
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No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer 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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	**100.00%**	**LS**

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit
2	Homepage Checking	5	Tidak ada Spam
		3	Ada Spam

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - SOSMED
PT. INFOMEDIA NUSANTARA

infomedia
Your Digital CX Partner
by Telkom Indonesia

Mistery Caller	:	**Biqi Muhamad Rizal**
Periode	:	**November**
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	(Layanan)		
				Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				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

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	**100.00%**	**LS**

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	**Respon Time, dalam Menit**	5	< = 15 Menit
		3	> 15 Menit
2	**Homepage Checking**	5	Tidak ada Spam
		3	Ada Spam

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - SOSMED
PT. INFOMEDIA NUSANTARA

infomedia
Your Digital CX Partner
by Telkom Indonesia

Mistery Caller	:	**Biqi Muhamad Rizal**
Periode	:	**November**
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	(Layanan)		
				Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				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

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit
2	Homepage Checking	5	Tidak ada Spam
		3	Ada Spam

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - SOSMED
PT. INFOMEDIA NUSANTARA

Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer 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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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
	Score MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit
2	Homepage Checking	5	Tidak ada Spam
		3	Ada Spam

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - SOSMED
PT. INFOMEDIA NUSANTARA

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Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer 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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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
	Score MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit
2	Homepage Checking	5	Tidak ada Spam
		3	Ada Spam

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - SOSMED
PT. INFOMEDIA NUSANTARA

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Your Digital CX Partner
by Telkom Indonesia

Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer 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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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 |
| | | | Score MOC Overall | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | LS |

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit
2	Homepage Checking	5	Tidak ada Spam
		3	Ada Spam

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - SOSMED
PT. INFOMEDIA NUSANTARA

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Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer 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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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
		Score MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit
2	Homepage Checking	5	Tidak ada Spam
		3	Ada Spam

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - SOSMED
PT. INFOMEDIA NUSANTARA

infomedia
Your Digital CX Partner
by Telkom Indonesia

Mistery Caller	: **Biqi Muhamad Rizal**
Periode	: **November**
Alamat Email	:

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer 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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	**100.00%**	**LS**

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	**Respon Time, dalam Menit**	5	< = 15 Menit
		3	> 15 Menit
2	**Homepage Checking**	5	Tidak ada Spam
		3	Ada Spam

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - SOSMED
PT. INFOMEDIA NUSANTARA

infomedia
Your Digital CX Partner
by Telkom Indonesia

Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	(Layanan)		
				Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				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

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit
2	Homepage Checking	5	Tidak ada Spam
		3	Ada Spam

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - SOSMED
PT. INFOMEDIA NUSANTARA

![infomedia Your Digital CX Partner by Telkom Indonesia]

Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer 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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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
		Score MOC Overall	100.00%	100.00%	100.00%	100.00%	**100.00%**	**LS**

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit
2	Homepage Checking	5	Tidak ada Spam
		3	Ada Spam

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - SOSMED
PT. INFOMEDIA NUSANTARA

infomedia
Your Digital CX Partner
by Telkom Indonesia

Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer 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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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
		Score MOC Overall		100.00%	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit
2	Homepage Checking	5	Tidak ada Spam
		3	Ada Spam

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - SOSMED
PT. INFOMEDIA NUSANTARA

infomedia
Your Digital CX Partner
by Telkom Indonesia

Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer 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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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
Score MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit
2	Homepage Checking	5	Tidak ada Spam
		3	Ada Spam

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - SOSMED
PT. INFOMEDIA NUSANTARA

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Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer 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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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
	Score MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit
2	Homepage Checking	5	Tidak ada Spam
		3	Ada Spam

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - SOSMED
PT. INFOMEDIA NUSANTARA

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by Telkom Indonesia

Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer 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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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 |
| | | | Score MOC Overall | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | LS |

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit
2	Homepage Checking	5	Tidak ada Spam
		3	Ada Spam

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - SOSMED
PT. INFOMEDIA NUSANTARA

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Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer 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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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
		Score MOC Overall		100.00%	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit
2	Homepage Checking	5	Tidak ada Spam
		3	Ada Spam

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - SOSMED
PT. INFOMEDIA NUSANTARA

infomedia
Your Digital CX Partner
by Telkom Indonesia

Mistery Caller	:	**Biqi Muhamad Rizal**
Periode	:	**November**
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	(Layanan)		
				Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				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

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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
Score MOC Overall			100.00%	100.00%	100.00%	100.00%	**100.00%**	**LS**

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit
2	Homepage Checking	5	Tidak ada Spam
		3	Ada Spam

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - SOSMED
PT. INFOMEDIA NUSANTARA

infomedia
Your Digital CX Partner
by Telkom Indonesia

Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	(Layanan)		
				Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				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

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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
	Score MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit
2	Homepage Checking	5	Tidak ada Spam
		3	Ada Spam

SUMMARY ANALISA:

infomedia
Your Digital CX Partner
by Telkom Indonesia

Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer 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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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
		Score MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit
2	Homepage Checking	5	Tidak ada Spam
		3	Ada Spam

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - SOSMED
PT. INFOMEDIA NUSANTARA

Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
Alamat Email	:	

AKSES

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

A. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer 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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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	
		Score MOC Overall		100.00%	100.00%	100.00%	100.00%	100.00%	LS	

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit
2	Homepage Checking	5	Tidak ada Spam
		3	Ada Spam

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - SOSMED
PT. INFOMEDIA NUSANTARA

infomedia
Your Digital CX Partner
by Telkom Indonesia

Mistery Caller	:	**Biqi Muhamad Rizal**
Periode	:	**November**
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer 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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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
Score MOC Overall			100.00%	100.00%	100.00%	100.00%	**100.00%**	**LS**

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit
2	Homepage Checking	5	Tidak ada Spam
		3	Ada Spam

SUMMARY ANALISA:

infomedia
Your Digital CX Partner
by Telkom Indonesia

Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer 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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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
		Score MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit
2	Homepage Checking	5	Tidak ada Spam
		3	Ada Spam

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - SOSMED
PT. INFOMEDIA NUSANTARA

infomedia
Your Digital CX Partner
by Telkom Indonesia

Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	(Layanan)		
				Nilai	Nilai	Nilai	Nilai	Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				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

No	Parameter		Key Factor	Sampling 1	Sampling 2	Sampling 3	Sampling 4	AVG Officer	
				Nilai	Nilai	Nilai	Nilai	Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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
	Score MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit
2	Homepage Checking	5	Tidak ada Spam
		3	Ada Spam

SUMMARY ANALISA:

FORM MYSTERY OMNI CHANNEL - SOSMED
PT. INFOMEDIA NUSANTARA

infomedia
Your Digital CX Partner
by Telkom Indonesia

Mistery Caller	:	Biqi Muhamad Rizal
Periode	:	November
Alamat Email	:	

AKSES

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	(Layanan) Nilai	MAX	%
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	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. PROSES LAYANAN

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
1	Service Level	1	Response Time	1	1	1	1	100%	LS
		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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer 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

No	Parameter		Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	Sampling 4 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	5	a. Verifikasi data & Validasi	1	1	1	1	100%	LS
			b. Identifikasi kebutuhan pelanggan	1	1	1	1	100%	LS
		6	Penyampaian 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
		Score MOC Overall	100.00%	100.00%	100.00%	100.00%	100.00%	LS

KETERANGAN ASPEK SOLUSI LAYANAN

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

No	Parameter/Key Factor	Skala	Detil
1	Respon Time, dalam Menit	5	< = 15 Menit
		3	> 15 Menit
2	Homepage Checking	5	Tidak ada Spam
		3	Ada Spam

SUMMARY ANALISA: