

FORM MYSTERY OMNI CHANNEL - EMAIL
PT. INFOMEDIA NUSANTARA



Mystery Caller : Bigi Muhamad Rizal
Periode : Juni 2021

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		5.00	100.00%
		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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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)	3			3.00	60.00%
		3 Pukul 12.00 - 18.00 (dalam kali)		3		3.00	60.00%
		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	0	0	1	33%	P1
		Average	50.00%	50.00%	100.00%	66.67%	
Sub Total			1	1	2	4	

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			6	6	7	19	P1
Score MOC Overall			83.33%	83.33%	100.00%	88.89%	P2

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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			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		5.00	100.00%
		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

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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)	3			3.00	60.00%
		3 Pukul 12.00 - 18.00 (dalam kali)		5		5.00	100.00%
		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	0	1	1	67%	P1
		2 Response Time	0	1	1	67%	P1
Average			0.00%	100.00%	100.00%	66.67%	
Sub Total			0	2	2	4	

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	0	1	1	67%	P1
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	0	1	1	67%	P1
Average			0.00%	100.00%	100.00%	66.67%	
Sub Total			0	2	2	4	

C. SOLUSI LAYANAN

No	Parameter	Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	a. Verifikasi data & Validasi	0	1	1	67%	P1
		b. Identifikasi kebutuhan pelanggan	0	1	1	67%	P1
		c. Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	0	1	1	67%	P1
		Average	0.00%	100.00%	100.00%	66.67%	
		Sub Total	0	3	3	200%	

Total Nilai	0	7	7	14	P1
Score MOC Overall	0.00%	100.00%	100.00%	66.67%	P1

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
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			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		5.00	100.00%
		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
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			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		5.00	100.00%
		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
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			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)	3			3.00	60.00%
		3 Pukul 12.00 - 18.00 (dalam kali)		3		3.00	60.00%
		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	0	0	1	33%	P1
		Average	50.00%	50.00%	100.00%	66.67%	
Sub Total			1	1	2	4	

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	0	1	67%	P1
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	50.00%	100.00%	83.33%	
Sub Total			2	1	2	5	

C. SOLUSI LAYANAN

No	Parameter	Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	a. Verifikasi data & Validasi	1	1	1	100% LS	
		b. Identifikasi kebutuhan pelanggan	1	1	1	100% LS	
		c. 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	6	5	7	18	P1
Score MOC Overall	83.33%	66.67%	100.00%	83.33%	P2

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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			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)	3			3.00	60.00%
		3 Pukul 12.00 - 18.00 (dalam kali)		3		3.00	60.00%
		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	0	0	1	33%	P1
		Average	50.00%	50.00%	100.00%	66.67%	
Sub Total			1	1	2	4	

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	0	1	67%	P1
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	50.00%	100.00%	83.33%	
Sub Total			2	1	2	5	

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	6	5	7	18	P1
Score MOC Overall	83.33%	66.67%	100.00%	83.33%	P2

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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			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		5.00	100.00%
		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 : Juni 2021

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)	3			3.00	60.00%
		3 Pukul 12.00 - 18.00 (dalam kali)		3		3.00	60.00%
		4 Pukul 18.00 - 24.00 (dalam kali)			3	3.00	60.00%

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	0	0	0	0%	P1
		Average	50.00%	50.00%	50.00%	50.00%	
Sub Total			1	1	1	3	

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	a. Verifikasi data & Validasi	1	1	1	100% LS	
		b. Identifikasi kebutuhan pelanggan	1	1	1	100% LS	
		c. 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			6	6	6	18	P1
Score MOC Overall			83.33%	83.33%	83.33%	83.33%	P2

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:

PT. INFOMEDIA NUSANTARA



Mystery Caller : Bigi Muhamad Rizal
Periode : Juni 2021

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)	3			3.00	60.00%
		3 Pukul 12.00 - 18.00 (dalam kali)		3		3.00	60.00%
		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	0	1	1	67%	P1
		2 Response Time	0	0	1	33%	P1
Average			0.00%	50.00%	100.00%	50.00%	
Sub Total			0	1	2	3	

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	0	1	1	67%	P1
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	0	1	1	67%	P1
Average			0.00%	100.00%	100.00%	66.67%	
Sub Total			0	2	2	4	

C. SOLUSI LAYANAN

No	Parameter	Key Factor	Sampling 1	Sampling 2	Sampling 3	AVG Officer	Improvement Priority
			Nilai	Nilai	Nilai	Nilai	
4	Correct Handling	5 a. Verifikasi data & Validasi	0	1	1	67%	P1
		b. Identifikasi kebutuhan pelanggan	0	1	1	67%	P1
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	0	1	1	67%	P1
Average			0.00%	100.00%	100.00%	66.67%	
Sub Total			0	3	3	200%	

Total Nilai	0	6	7	13	P1
Score MOC Overall	0.00%	83.33%	100.00%	61.11%	P1

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 : Juni 2021

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		5.00	100.00%
		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 : Juni 2021

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		5.00	100.00%
		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 : Juni 2021

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)	3			3.00	60.00%
		3 Pukul 12.00 - 18.00 (dalam kali)		3		3.00	60.00%
		4 Pukul 18.00 - 24.00 (dalam kali)			3	3.00	60.00%

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	0	1	67%	P1
		2 Response Time	0	0	0	0%	P1
		Average	50.00%	0.00%	50.00%	33.33%	
Sub Total			1	0	1	2	

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	0	1	67%	P1
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	0	1	67%	P1
Average			100.00%	0.00%	100.00%	66.67%	
Sub Total			2	0	2	4	

C. SOLUSI LAYANAN

No	Parameter	Key Factor	Sampling 1 Nilai	Sampling 2 Nilai	Sampling 3 Nilai	AVG Officer Nilai	Improvement Priority
4	Correct Handling	a. Verifikasi data & Validasi	1	0	1	67%	P1
		b. Identifikasi kebutuhan pelanggan	1	0	1	67%	P1
		c. Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	1	0	1	67%	P1
		Average	100.00%	0.00%	100.00%	66.67%	
		Sub Total	3	0	3	200%	

Total Nilai			6	0	6	12	P1
Score MOC Overall			83.33%	0.00%	83.33%	55.56%	P1

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 : Juni 2021

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)		3		3.00	60.00%
		4 Pukul 18.00 - 24.00 (dalam kali)			3	3.00	60.00%

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	0	0	33%	P1
Average				100.00%	50.00%	50.00%	66.67%	
Sub Total				2	1	1	4	

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	0	0	0	0%	P1
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			50.00%	50.00%	50.00%	50.00%	
Sub Total			1	1	1	3	

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			6	5	5	16	P1
Score MOC Overall			83.33%	66.67%	66.67%	72.22%	P1

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 : Juni 2021

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		5.00	100.00%
		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	0	1	1	67%	P1
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			50.00%	100.00%	100.00%	83.33%	
Sub Total			1	2	2	5	

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			6	7	7	20	P1
Score MOC Overall			83.33%	100.00%	100.00%	94.44%	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 : Juni 2021

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)	3			3.00	60.00%
		3 Pukul 12.00 - 18.00 (dalam kali)		5		5.00	100.00%
		4 Pukul 18.00 - 24.00 (dalam kali)			3	3.00	60.00%

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	0	1	0	33%	P1
		Average	50.00%	100.00%	50.00%	66.67%	
Sub Total			1	2	1	4	

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	6	7	6	19	P1
Score MOC Overall	83.33%	100.00%	83.33%	88.89%	P2

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 : Juni 2021

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		5.00	100.00%
		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 : Juni 2021

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		5.00	100.00%
		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 : Juni 2021

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		5.00	100.00%
		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 : Bigi Muhamad Rizal
Periode : Juni 2021

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)	3			3.00	60.00%
		3 Pukul 12.00 - 18.00 (dalam kali)		5		5.00	100.00%
		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	0	1	1	67%	P1
		2 Response Time	0	1	1	67%	P1
Average			0.00%	100.00%	100.00%	66.67%	
Sub Total			0	2	2	4	

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	0	1	1	67%	P1
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	0	1	1	67%	P1
Average			0.00%	100.00%	100.00%	66.67%	
Sub Total			0	2	2	4	

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	0	1	1	67%	P1
		b. Identifikasi kebutuhan pelanggan	0	1	1	67%	P1
		6 Eskalasi, Penyampaian informasi & Solusi sesuai dengan kebutuhan pelanggan.	0	1	1	67%	P1
		Average	0.00%	100.00%	100.00%	66.67%	
		Sub Total	0	3	3	200%	

Total Nilai			0	7	7	14	P1
Score MOC Overall			0.00%	100.00%	100.00%	66.67%	P1

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 : Juni 2021

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)	3			3.00	60.00%
		3 Pukul 12.00 - 18.00 (dalam kali)		3		3.00	60.00%
		4 Pukul 18.00 - 24.00 (dalam kali)			3	3.00	60.00%

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	0	0	0	0%	P1
Average			50.00%	50.00%	50.00%	50.00%	
Sub Total			1	1	1	3	

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			6	6	6	18	P1
Score MOC Overall			83.33%	83.33%	83.33%	83.33%	P2

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 : Juni 2021

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		5.00	100.00%
		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 : Juni 2021

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)		3		3.00	60.00%
		4 Pukul 18.00 - 24.00 (dalam kali)			3	3.00	60.00%

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	0	0	33%	P1
Average			100.00%	50.00%	50.00%	66.67%	
Sub Total			2	1	1	4	

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	6	6	19	P1
Score MOC Overall			100.00%	83.33%	83.33%	88.89%	P2

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 : Juni 2021

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		5.00	100.00%
		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	a. Verifikasi data & Validasi	1	1	1	100% LS	
		b. Identifikasi kebutuhan pelanggan	1	1	1	100% LS	
		c. 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 : Juni 2021

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)	3			3.00	60.00%
		3 Pukul 12.00 - 18.00 (dalam kali)		3		3.00	60.00%
		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	0	0	1	33%	P1
		Average	50.00%	50.00%	100.00%	66.67%	
Sub Total			1	1	2	4	

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	0	1	67%	P1
3	Helpfulness & Empty	4 Keinginan untuk membantu & bersikap empati	1	1	1	100%	LS
Average			100.00%	50.00%	100.00%	83.33%	
Sub Total			2	1	2	5	

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	6	5	7	18	P1
Score MOC Overall	83.33%	66.67%	100.00%	83.33%	P2

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 : Juni 2021

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		5.00	100.00%
		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 : Juni 2021

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		5.00	100.00%
		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 : Juni 2021

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		5.00	100.00%
		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 : Bigi Muhamad Rizal
Periode : Juni 2021

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		5.00	100.00%
		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: