

JUNI:

Rekapitulasi Monitoring Periodik:

<https://docs.google.com/spreadsheets/d/12wFA-0SgsLEJuZ42vYt39A9LNQyFewoC/edit#gid=1165072047>

Real Time QM Score:

<https://docs.google.com/spreadsheets/d/1DVNYtazQncWl6Xm5ysiEg9WyhsppC3/edit#gid=2078619676>

Mystery Omni Channel Voice:

https://docs.google.com/spreadsheets/d/1h4N4XHmyJOX5nRWi_3sXqaqoMwFijWB6sZEInsNdjFY/edit#gid=1399286165

Mystery Omni Channel e-Mail:

https://docs.google.com/spreadsheets/d/13u8Jl2kaGw7F3UwQcd1zG6gYE-WFZhn5_v98JwFESgc/edit#gid=238984275

Mystery Omni Channel SocMed:

https://docs.google.com/spreadsheets/d/1d4_Zpn4dSQMq-PLHbeFVw__ntVuzelav9_pCzCq38hw/edit#gid=2110228232

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JULI:

Rekapitulasi Monitoring Periodik:

https://docs.google.com/spreadsheets/d/1vt1HpWnxkHSLWGKL_VVgzfkknono3s5r/edit#gid=425857975

Real Time QM Score:

<https://docs.google.com/spreadsheets/d/1wbaI4jl159T-pnIE0PF0cYErIMSuSmUo/edit#gid=1915221498>

Mystery Omni Channel Voice:

<https://docs.google.com/spreadsheets/d/1b4mSKckJefUx4Esa3oZWSr1HJpgXQaQyVcwCA8fHlMs/edit#gid=272143554>

Mystery Omni Channel e-Mail:

<https://docs.google.com/spreadsheets/d/1FTaRHO8n-jXFoBB-qaeghVGlhmh2EUx1DZOo-D5TYaw/edit#gid=1682082126>

Mystery Omni Channel SocMed:

https://docs.google.com/spreadsheets/d/1riRjvFbrsUoawvEoVFRPQzR2am8k7vUr_aCyv6dyLnA/edit#gid=42971108

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AGUSTUS:

Rekapitulasi Monitoring Periodik:

<https://docs.google.com/spreadsheets/d/1l1bLmCdt82f0-raFOgWHH6FbT96UmAAY/edit#gid=79037590>

Real Time QM Score:

https://docs.google.com/spreadsheets/d/15nPxUoU28jS2yJ3btML8QLulSaX_e_/edit#gid=116888747

Mystery Omni Channel Voice:

https://docs.google.com/spreadsheets/d/1h0vWEvpLDt7Dri8XUSIPTDOeaM8ajf21LG3VBxM_5vs/edit#gid=1597161825

Mystery Omni Channel e-Mail:

<https://docs.google.com/spreadsheets/d/1DTfCqkw5NnoxmI81vbwQfthHmBrqIMUi0MBOC275Dhk/edit#gid=222255850>

Mystery Omni Channel SocMed:

<https://docs.google.com/spreadsheets/d/1C4TiDDHVJgA0FwdO10IJCzs3wzNIDFNHn8Aefcyb8I8/edit#gid=431380696>

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SEPTEMBER:

Rekapitulasi Monitoring Periodik:

<https://bit.ly/PeriodikSeptember>

Real Time QM Score:

<https://bit.ly/RealTimeSeptember>

Mystery Omni Channel Voice:

<https://bit.ly/MCVoiceSeptember>

Mystery Omni Channel e-Mail:

<https://bit.ly/MCEmailSeptember>

Mystery Omni Channel SocMed:

<https://bit.ly/MCSocmedSeptember>

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Report PNP Juni - September 2021:

https://docs.google.com/spreadsheets/d/1Tfx-3lvSdZ0hvY9kiNNolhRbigo_j22aDSa-o1n2L1g/edit#gid=0

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Report CCM Juni - September 2021:

https://docs.google.com/spreadsheets/d/1qQotEpILyt-KH__55vuHgooQJOKkOJuJ-pdPCoNs9J8/edit#gid=0

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