

**Instruksi Kerja CC Telkom**  
Penanganan Pelanggan Via Socio Medio

**Tanggal Berlaku** : 05 Juni 2017

**Kode Dokumen** : IN.OCC.TELK.W-20

**Revisi** : 00

infomedia CC TELKOM

**MASTER  
DOCUMENT**

**PUSAT**

infomedia CC TELKOM

**CONTROLLED  
DOCUMENT**

**PUSAT**

infomedia CC TELKOM

Dibuat oleh,	Diperiksa oleh,	Disetujui oleh,
		
Nama : Suyanti	Nama : Siska Susilowati	Nama : Suyanti
Jabatan : Mgr. Operation Planning and Controlling	Jabatan : GM Operation Telkom	Jabatan : QMR
Tanggal : 26 Mei 2017	Tanggal : 31 Mei 2017	Tanggal : 31 Mei 2017

<p align="center"><b>Instruksi Kerja CC Telkom</b> Penanganan Pelanggan Via Socio Medio</p>	Tanggal Berlaku : 05 Juni 2017
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## 1. Rujukan

1.1. IN.OCC.TELK.P-01 Customer Handling

## 2. Tujuan

Membantu Agent dalam menerima dan menjawab pertanyaan dari pelanggan yang masuk ke akun Twitter @Telkomcare dan Facebook Telkomcare sehingga dapat memberikan pelayanan yang berkualitas ke pelanggan.

## 3. Ruang Lingkup

Instruksi Kerja ini mengatur mulai dari Agent menerima case pelanggan melalui aplikasi sociomedia sampai dengan mekanisme jawaban yang diberikan.

## 4. Indikator Kinerja Prosedur

Setiap Agent bertanggung jawab untuk merespon pertanyaan dari pelanggan yang masuk melalui akun Twitter @Telkomcare dan Facebook Telkomcare, mulai dari persiapan Login Sociomedia, cara Login Sociomedia, menerima pesan pelanggan, dan merespon pesan pelanggan.



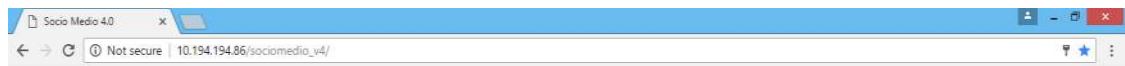
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## 5. Rincian Prosedur

### 5.1. Persiapan Login

Pastikan PC terkoneksi dengan LAN. Buka *browser* dan masuk ketautan [http://10.194.194.86/sociomedio\\_v4/](http://10.194.194.86/sociomedio_v4/)



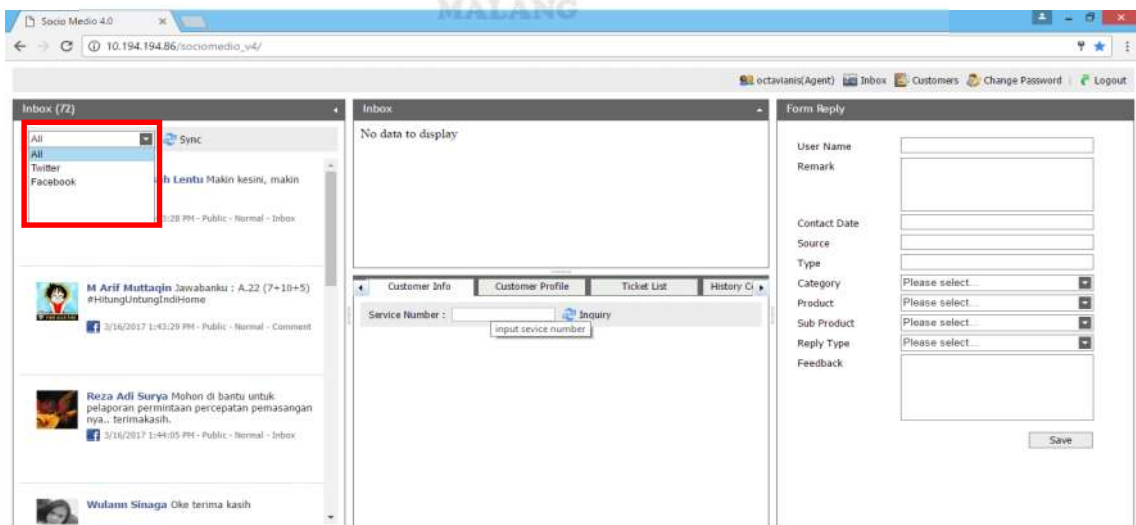
### 5.2. Cara Login

5.2.1. Masukkan *username* dan *password*

5.2.2. Klik *login*

### 5.3. Cara Menjawab

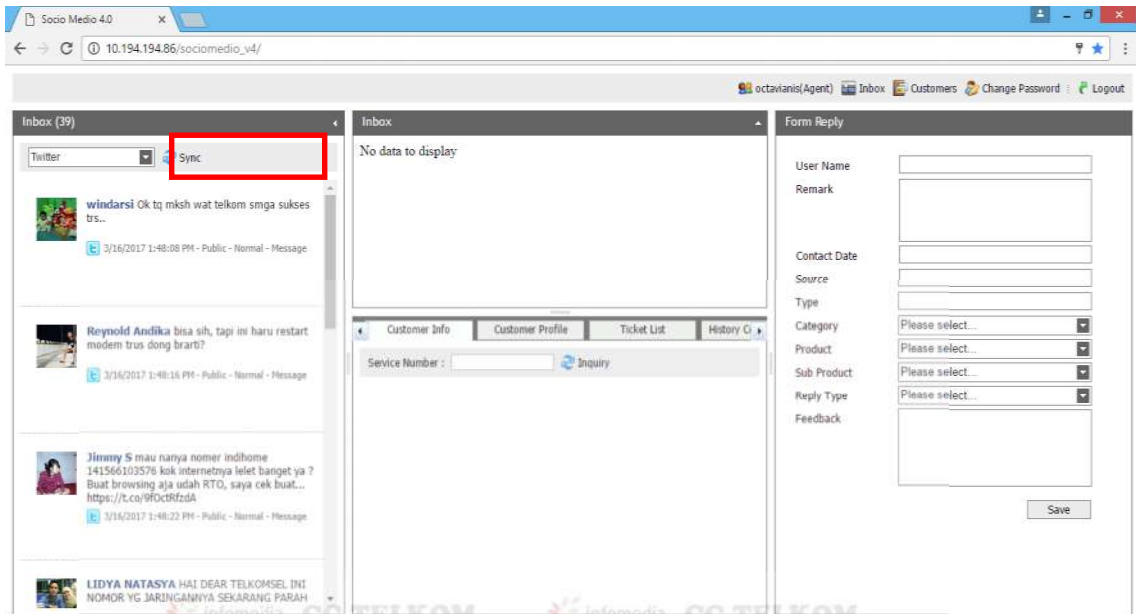
5.3.1. Klik tombol All untuk menentukan agent Twitter atau Facebook



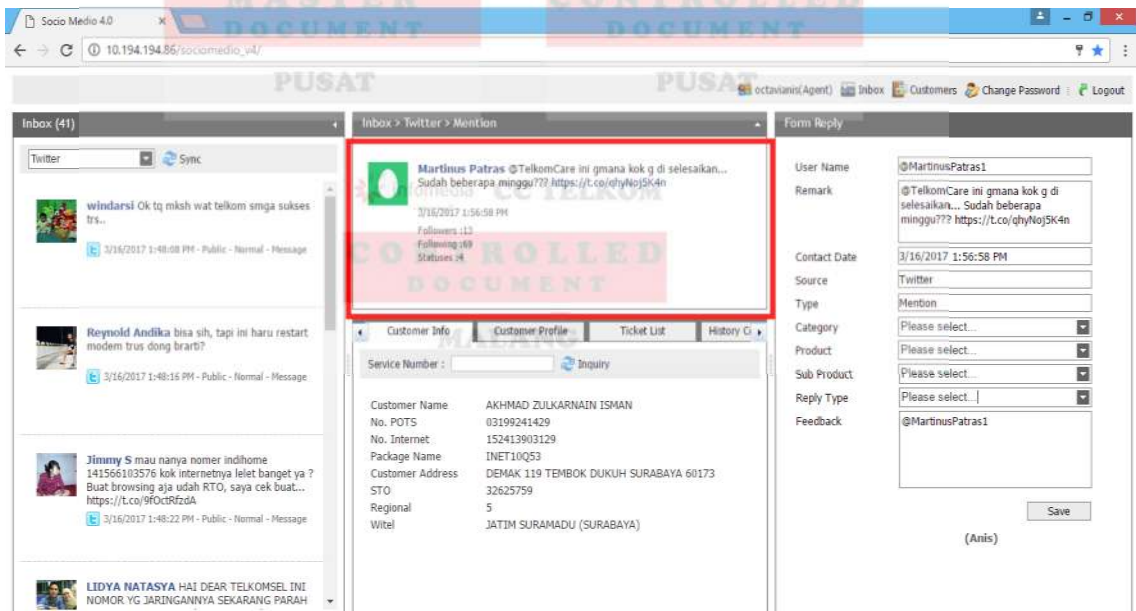
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5.3.2. Klik tombol sync untuk mengambil case



The screenshot shows the Socio Medio 4.0 web application. On the left, the 'Inbox (39)' list contains several messages. The 'Sync' button is highlighted with a red box. The main area shows 'No data to display'. The right sidebar contains a 'Form Reply' with fields for User Name, Remark, Contact Date, Source, Type, Category, Product, Sub Product, Reply Type, and Feedback. A 'Save' button is at the bottom right.



The screenshot shows the Socio Medio 4.0 web application with a selected case. The 'Inbox (41)' list on the left shows a message from 'Martinus Patras @TelkomCare'. The 'Sync' button is highlighted with a red box. The main area displays the customer's profile information, including Customer Name, No. POTS, No. Internet, Package Name, Customer Address, STO, Regional, and Witel. The right sidebar shows the 'Form Reply' with fields for User Name, Remark, Contact Date, Source, Type, Category, Product, Sub Product, Reply Type, and Feedback. A 'Save' button is at the bottom right.

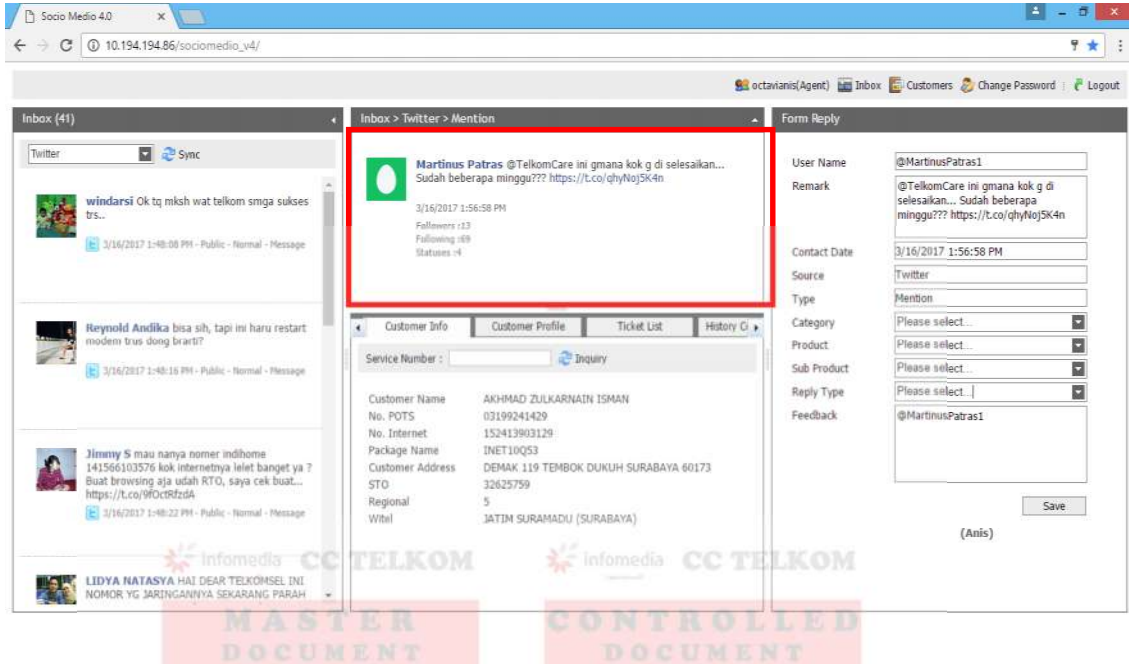
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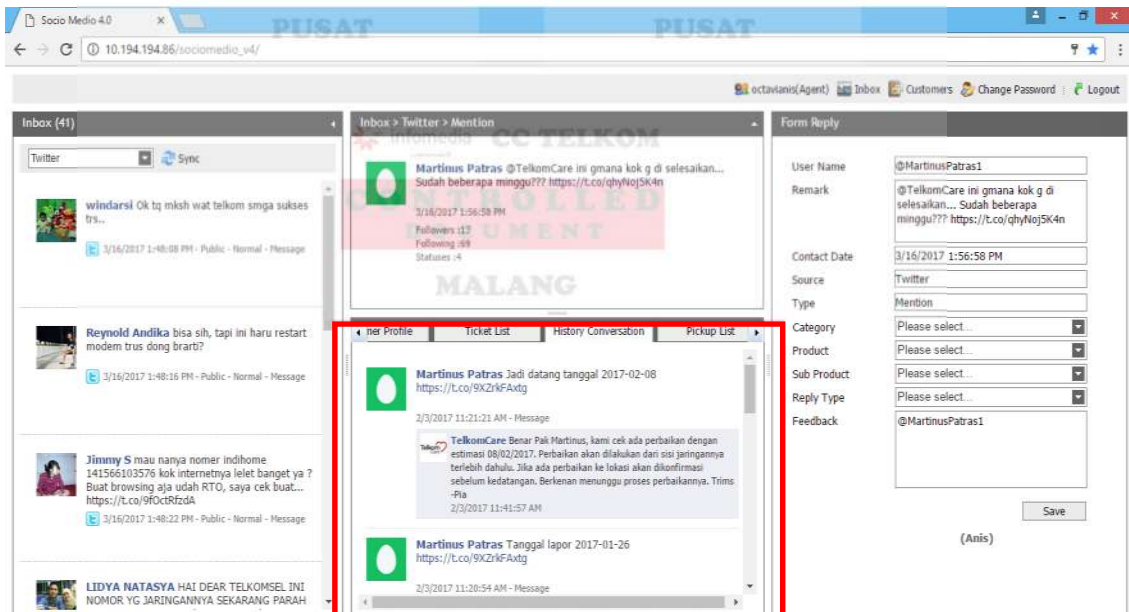
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5.3.3. Klik tombol *history conversation* untuk melihat percakapan sebelumnya dan cek notes



The screenshot shows the Socio Medio 4.0 interface. On the left is the 'Inbox (41)' list. The main area displays a customer profile for 'Martinus Patras' with details like 'Service Number', 'Customer Name', 'No. POTS', 'No. Internet', 'Package Name', 'Customer Address', 'STO', 'Regional', and 'Whitel'. Below the profile is a 'History Conversation' tab, which is highlighted with a red box. The right side shows a 'Form Reply' with fields for 'User Name', 'Remark', 'Contact Date', 'Source', 'Type', 'Category', 'Product', 'Sub Product', 'Reply Type', and 'Feedback'. A 'Save' button is at the bottom right.

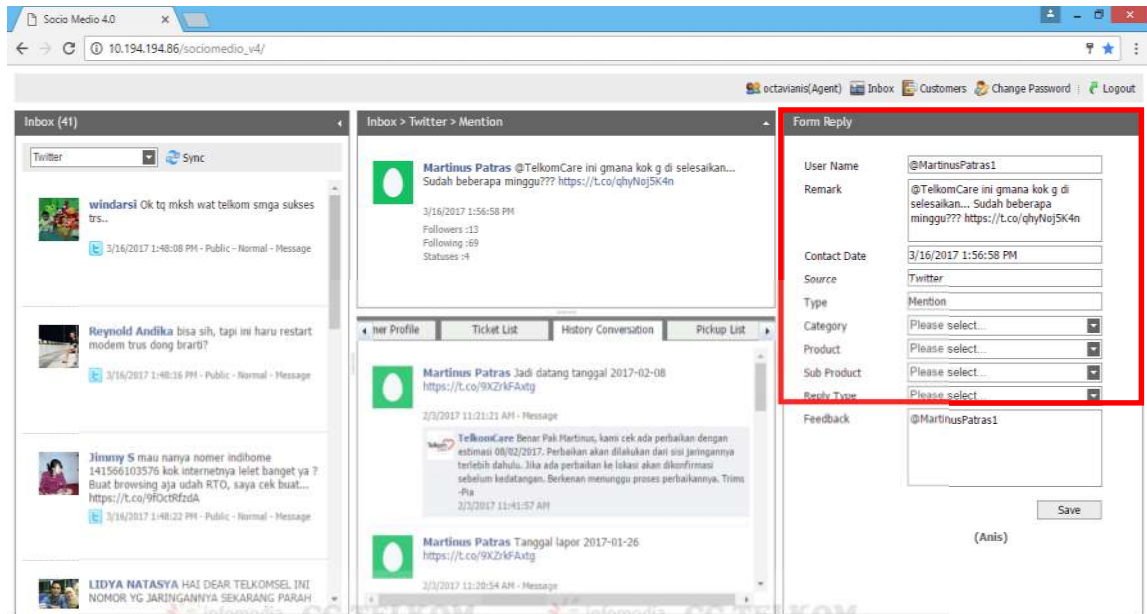


This screenshot shows the 'History Conversation' tab selected for the same customer, 'Martinus Patras'. The conversation history is displayed, showing messages from 'Martinus Patras' and 'TelkomCare'. The 'History Conversation' tab is highlighted with a red box. The 'Form Reply' on the right is also visible, with the 'Save' button at the bottom right.

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#### 5.3.4. Menu Form Reply untuk menjawab pertanyaan pelanggan

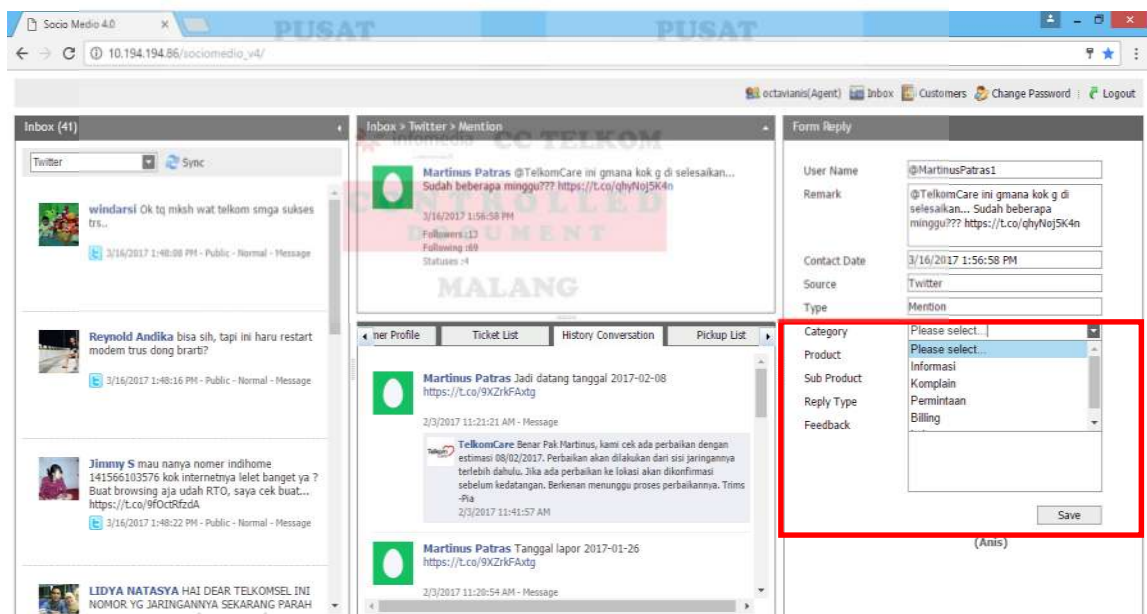


The screenshot shows the Socio Medio 4.0 interface. On the right, the 'Form Reply' menu is highlighted with a red box. The form contains the following fields:

- User Name: @MartinusPatras1
- Remark: @TelkomCare ini gmana kok g di selesaikan... Sudah beberapa minggu??? https://t.co/qhyNqJ5K4n
- Contact Date: 3/16/2017 1:56:58 PM
- Source: Twitter
- Type: Mention
- Category: Please select...
- Product: Please select...
- Sub Product: Please select...
- Reply Type: Please select...
- Feedback: @MartinusPatras1

At the bottom right of the form is a 'Save' button and the name '(Anis)'.

#### 5.3.5. Pilih *Category, Case, Sub Case*, Detail sesuai dengan KIP



The screenshot shows the Socio Medio 4.0 interface. On the right, the 'Form Reply' menu is highlighted with a red box. The 'Category' dropdown menu is open, showing the following options:

- Please select...
- Please select...
- Informasi
- Komplain
- Pemintaan
- Billing

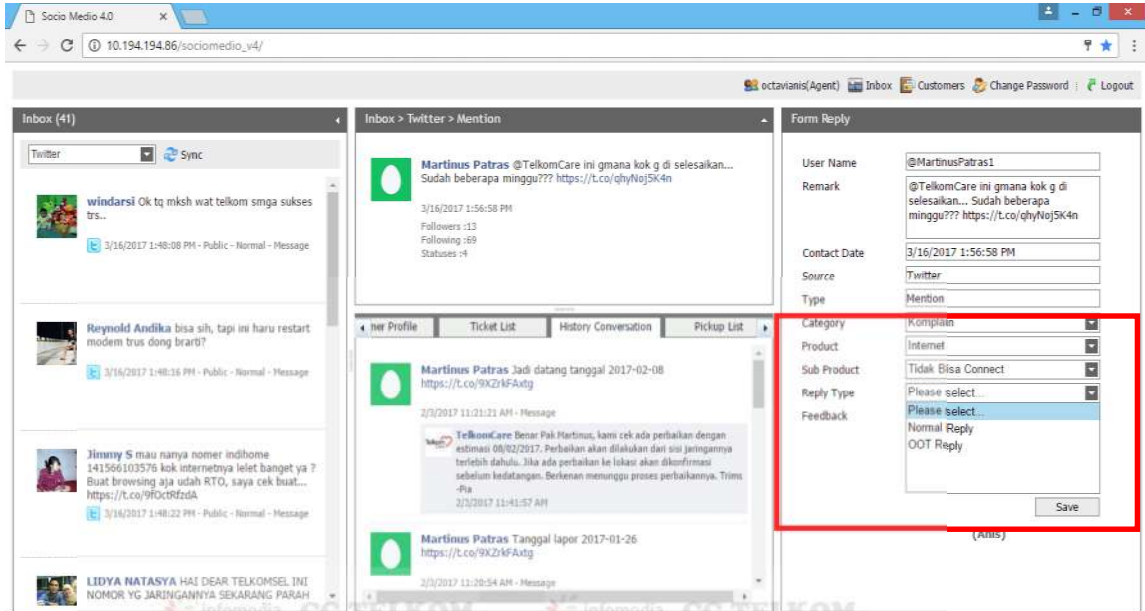
At the bottom right of the form is a 'Save' button and the name '(Anis)'.



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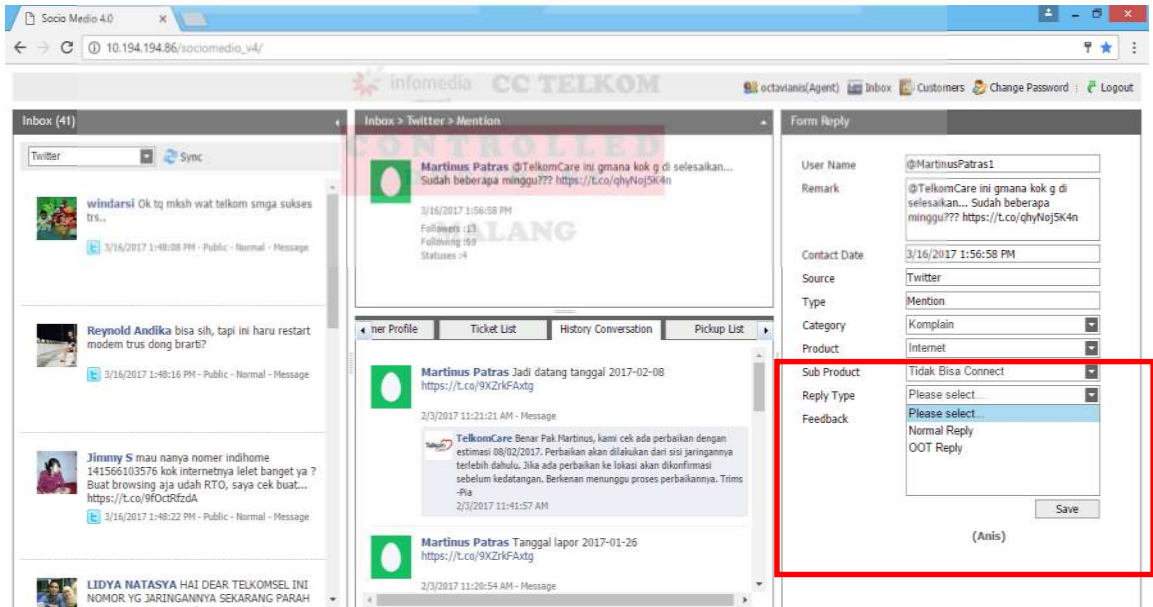
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5.3.6. Untuk *single reply*, pilih *Reply Type Normal Reply*



The screenshot shows the Socio Medio 4.0 interface. On the left is the 'Inbox (41)' with a list of messages. In the center is the 'Inbox > Twitter > Mention' view showing a message from @MartinusPatras. On the right is the 'Form Reply' window. A red box highlights the 'Reply Type' dropdown menu, which is currently set to 'Normal Reply'. Other fields in the form include 'User Name' (@MartinusPatras1), 'Remark' (@TelkomCare ini gmana kok g di selesaikan...), 'Contact Date' (3/16/2017 1:56:58 PM), 'Source' (Twitter), and 'Type' (Mention). The 'Category' is 'Komplain', 'Product' is 'Internet', and 'Sub Product' is 'Tidak Bisa Connect'.

5.3.7. Untuk jawaban yang lebih dari 140 karakter (Twitter), pilih Normal Reply terlebih dulu



This screenshot is identical to the one in 5.3.6, showing the Socio Medio 4.0 interface with the 'Form Reply' window. A red box highlights the 'Reply Type' dropdown menu, which is set to 'Normal Reply'. The interface shows a Twitter mention from @MartinusPatras and the corresponding reply form with various fields filled out.

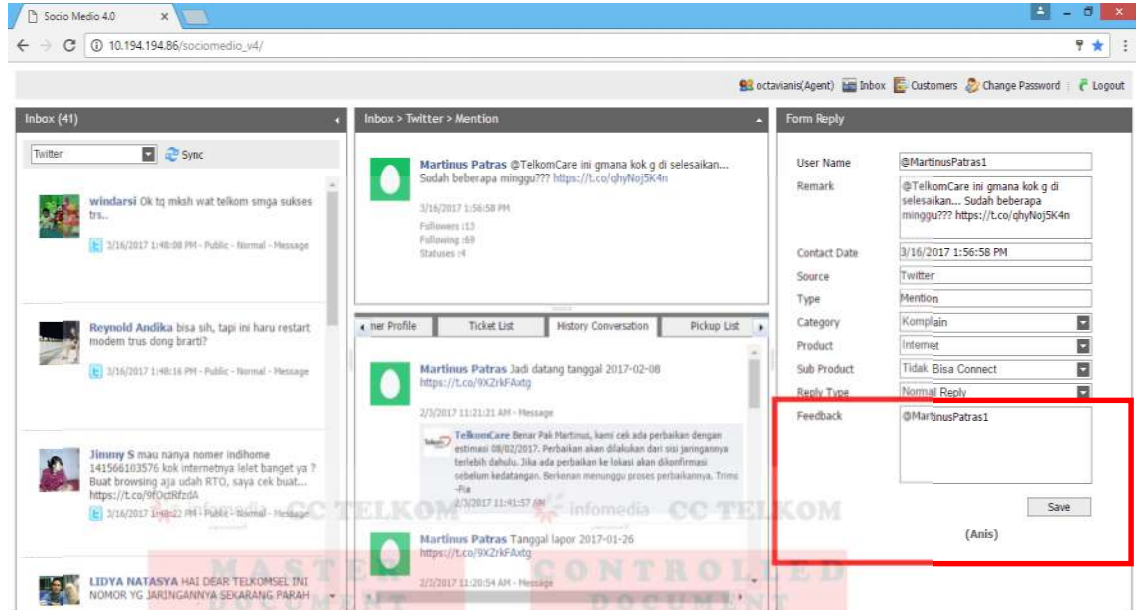
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5.3.8. Isi jawaban dikolom *Feedback*, klik tombol *Save* untuk kirim jawaban ke Pelanggan

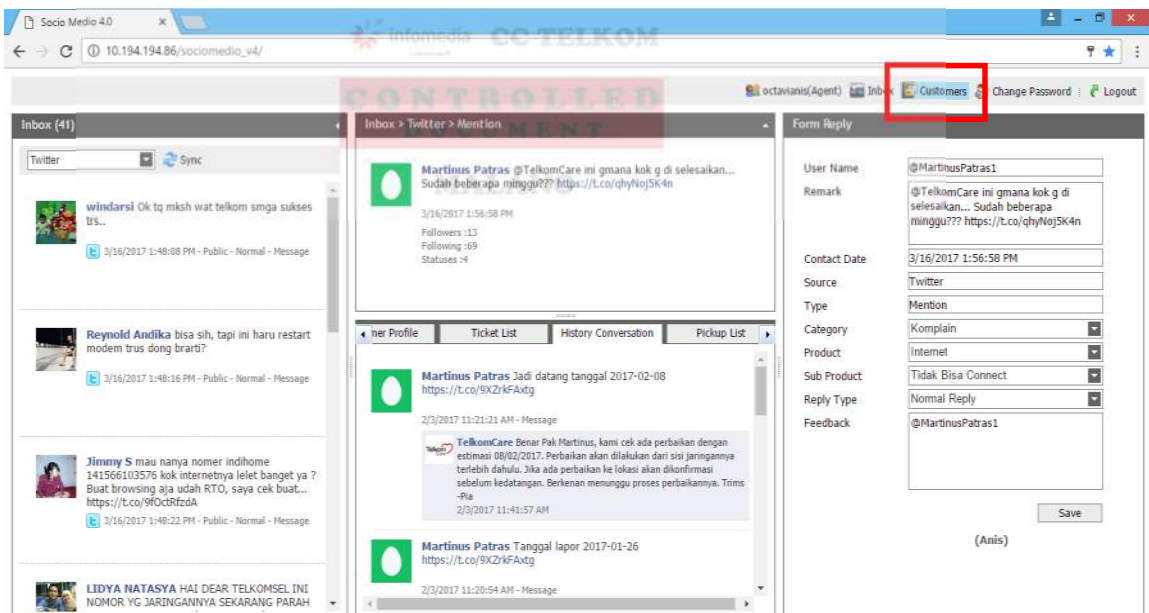


The screenshot shows the Socio Medio 4.0 interface. On the left is the 'Inbox (41)' with a list of messages. The middle section shows a conversation with 'Martinus Patras'. On the right is the 'Form Reply' section, which is highlighted with a red box. It contains the following fields:

- User Name: @MartinusPatras1
- Remark: @TelkomCare ini gmana kok g di selesaikan... Sudah beberapa minggu??? <https://t.co/qhyNoy5K4n>
- Contact Date: 3/16/2017 1:56:58 PM
- Source: Twitter
- Type: Mention
- Category: Komplain
- Product: Internet
- Sub Product: Tidak Bisa Connect
- Reply Type: Normal Reply
- Feedback: @MartinusPatras1

At the bottom of the 'Form Reply' section, there is a 'Save' button and the name '(Anis)'.

5.3.9. Untuk *Reply* kedua, ketiga dst, klik menu *Customer*



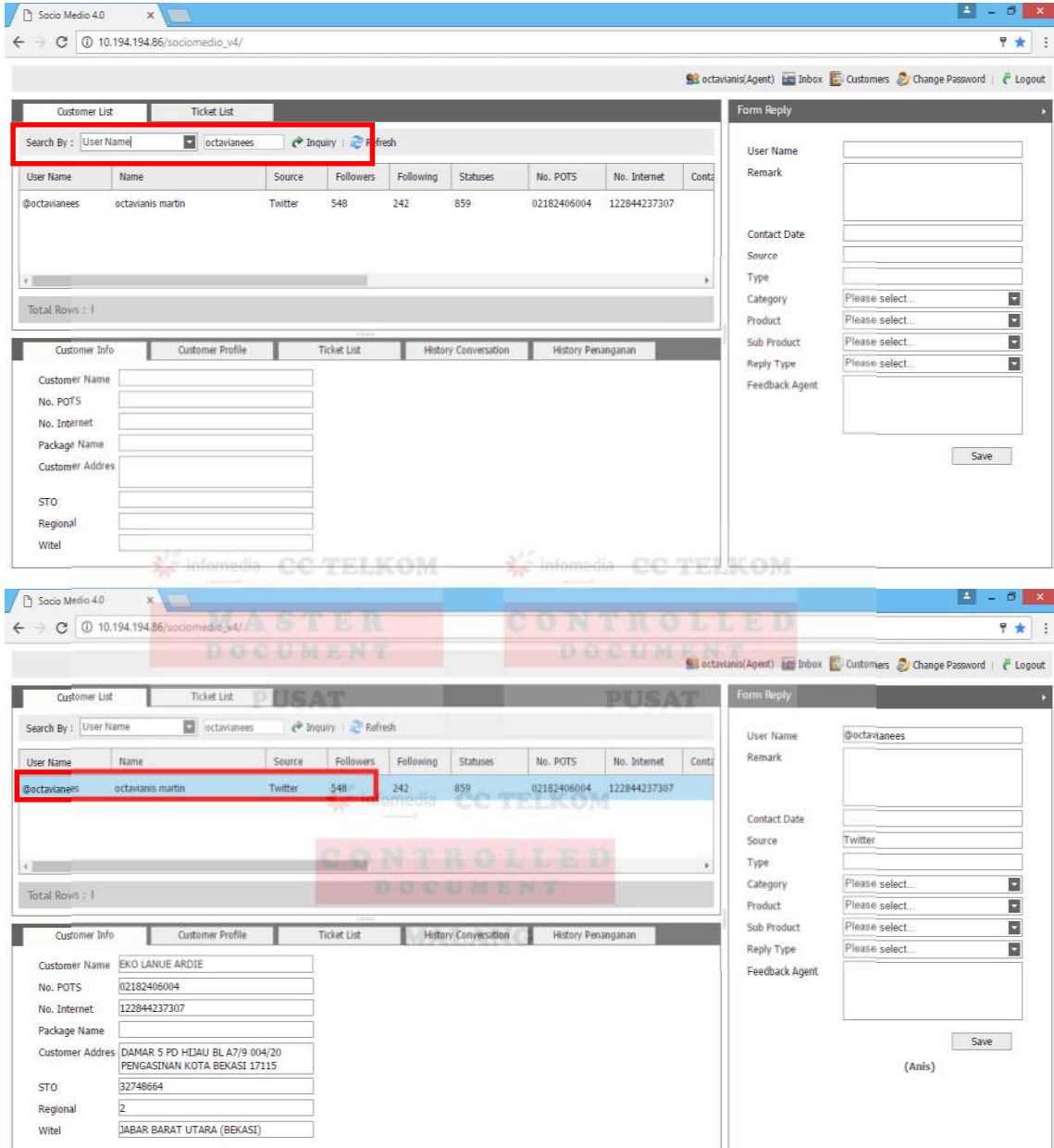
The screenshot shows the Socio Medio 4.0 interface. The 'Customers' menu is highlighted with a red box in the top navigation bar. The interface is similar to the previous screenshot, showing the 'Inbox (41)', conversation with 'Martinus Patras', and the 'Form Reply' section.



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5.3.10. Masukan nama pelanggan dan pilih *inquiry*



Socio Medio 4.0

10.194.194.86/sociomedia\_v4/

octavianis(Agent) Inbox Customers Change Password Logout

Customer List Ticket List

Search By : User Name octavianees Inquiry Refresh

User Name	Name	Source	Followers	Following	Statuses	No. POTS	No. Internet	Contact
@octavianees	octavianis martin	Twitter	548	242	859	02182406004	122844237307	

Total Rows : 1

Customer Info Customer Profile Ticket List History Conversation History Penanganan

Customer Name  
No. POTS  
No. Internet  
Package Name  
Customer Address  
STO  
Regional  
Witel

Form Reply

User Name  
Remark  
Contact Date  
Source  
Type  
Category  
Product  
Sub Product  
Reply Type  
Feedback Agent

Save

Socio Medio 4.0

10.194.194.86/sociomedia\_v4/

octavianis(Agent) Inbox Customers Change Password Logout

Customer List Ticket List

Search By : User Name octavianees Inquiry Refresh

User Name	Name	Source	Followers	Following	Statuses	No. POTS	No. Internet	Contact
@octavianees	octavianis martin	Twitter	548	242	859	02182406004	122844237307	

Total Rows : 1

Customer Info Customer Profile Ticket List History Conversation History Penanganan

Customer Name  
No. POTS  
No. Internet  
Package Name  
Customer Address  
STO  
Regional  
Witel

Form Reply

User Name  
Remark  
Contact Date  
Source  
Type  
Category  
Product  
Sub Product  
Reply Type  
Feedback Agent

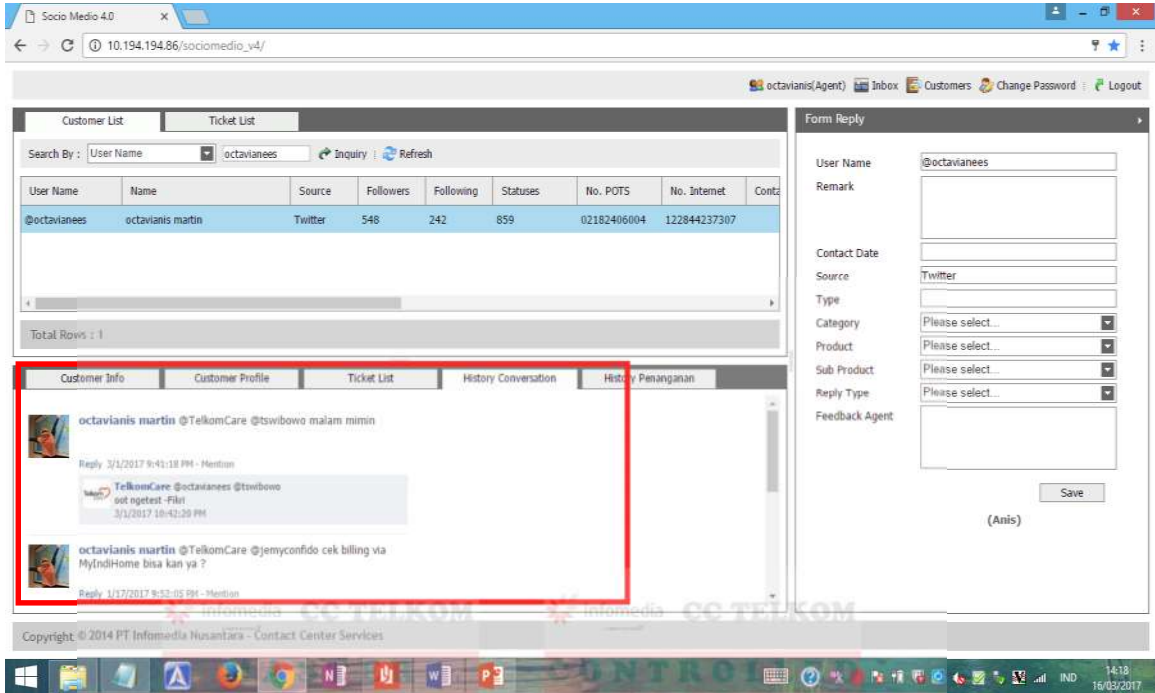
Save

(Anis)

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### 5.3.11. Klik *History Conversation*



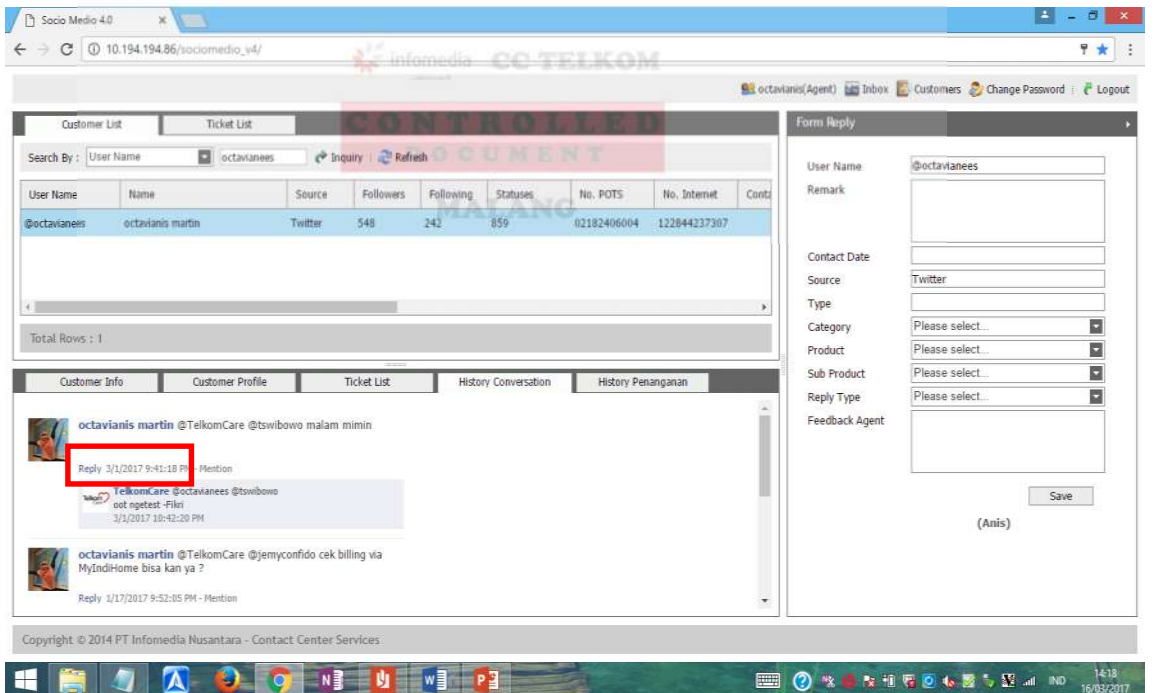
The screenshot shows the Socio Medio 4.0 interface. The 'History Conversation' tab is selected, displaying a list of messages. A red box highlights the first message from 'octavianis martin' at 9:41:18 PM, which is a reply to a tweet from 'TelkomCare'.

User Name	Name	Source	Followers	Following	Statuses	No. POTS	No. Internet	Contact
@octavianees	octavianis martin	Twitter	548	242	859	02182406004	122844237307	

Total Rows : 1

The 'Form Reply' section on the right contains fields for User Name, Remark, Contact Date, Source, Type, Category, Product, Sub Product, Reply Type, and Feedback Agent. The 'Save' button is at the bottom right.

### 5.3.12. Klik tombol *reply*



The screenshot shows the Socio Medio 4.0 interface. The 'History Conversation' tab is selected, displaying a list of messages. A red box highlights the 'Reply' button next to the first message from 'octavianis martin' at 9:41:18 PM.

User Name	Name	Source	Followers	Following	Statuses	No. POTS	No. Internet	Contact
@octavianees	octavianis martin	Twitter	548	242	859	02182406004	122844237307	

Total Rows : 1

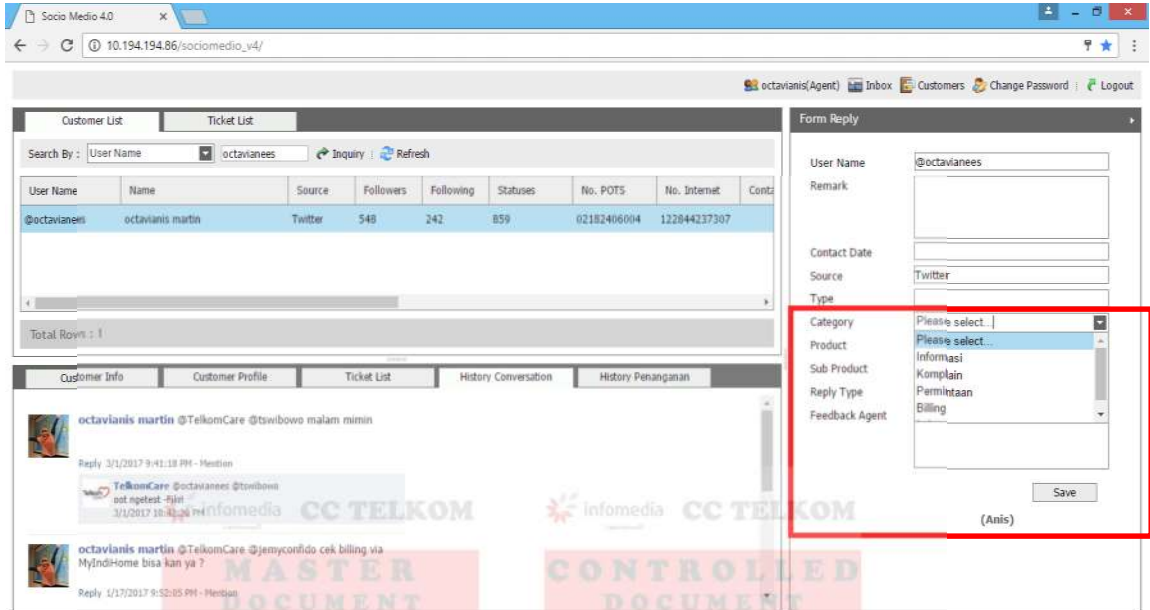
The 'Form Reply' section on the right contains fields for User Name, Remark, Contact Date, Source, Type, Category, Product, Sub Product, Reply Type, and Feedback Agent. The 'Save' button is at the bottom right.

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5.3.13. Pilih *Category*, *Case*, *Sub Case*, Detail sesuai dengan permasalahan pelanggan, isi jawaban di kolom *Feedback* dan klik *Save* untuk kirim jawaban ke pelanggan



The screenshot shows the Socio Medio 4.0 interface. On the left, there's a 'Customer List' table with columns: User Name, Name, Source, Followers, Following, Statuses, No. POTS, No. Internet, and Contact. The table lists a customer named 'octavianis martin' from Twitter. On the right, there's a 'Form Reply' window. It contains fields for User Name (@octavianees), Remark, Contact Date, Source (Twitter), Type, Category (dropdown menu), Product (dropdown menu), Sub Product (dropdown menu), Reply Type (dropdown menu), and Feedback Agent (Anis). A red box highlights the Category dropdown menu, which shows options like 'Please select...', 'Informasi', 'Komplain', 'Permintaan', and 'Billing'.

## 6. Dokumen / Rekaman Pendukung\*

No.	Nama Dokumen / Rekaman	Masa Simpan	Penanggung Jawab
1			
2			
dst.			

\*) dokumen bisa berupa dokumen-dokumen yang telah ditetapkan pada SMM ataupun di luar SMM yang mendukung prosedur operasional standar terkait.

## 7. Catatan Perubahan Dokumen

Rev.	Tanggal Berlaku	Deskripsi Perubahan
01		
02		
Dst.		