

Instruksi Kerja CC Telkom

Pelaporan Layanan

Tanggal Berlaku : 1 September 2016

Kode Dokumen : IN.OCC.MLG.TELK.W-06

Revisi : 00

infomedia CC TELKOM

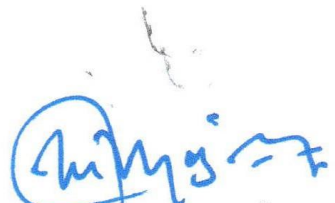
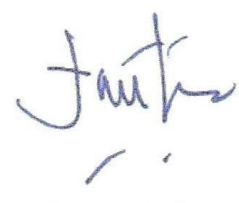

infomedia CC TELKOM

**MASTER
DOCUMENT**

MALANG

**CONTROLLED
DOCUMENT**

MALANG

Dibuat oleh,	Diperiksa oleh,	Disetujui oleh,
		
Nama : Mokh. Arifin	Nama : Suyanti	Nama : Mokh. Arifin
Jabatan : Mgr. Operasional Area	Jabatan : Mgr Infomedia Operation Centre	Jabatan : DQMR
Tanggal : 31 Agustus 2016	Tanggal : 31 Agustus 2016	Tanggal : 31 Agustus 2016

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1. Rincian Prosedur

Diambil dari Avaya CMS



a. Service Level

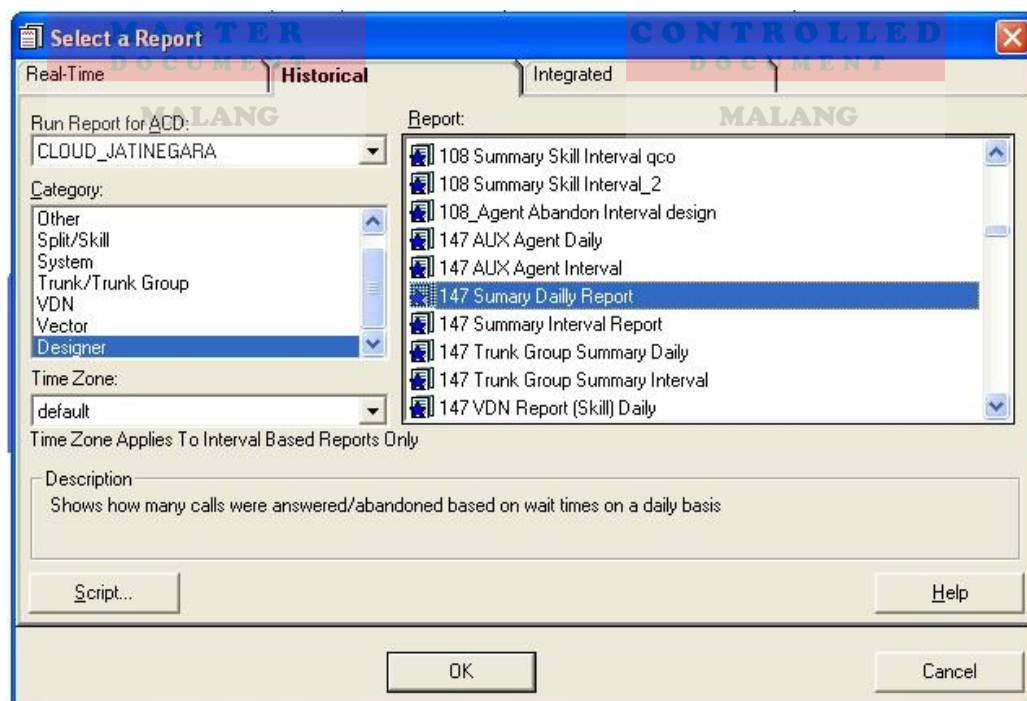
Klik Commands → Report → Historical → Designer → 147 Summary Daily Report

b. Abandoned Call

Klik Commands → Report → Historical → Designer → 147 Summary Daily Report

c. Average Speed Answer (ASA)

Klik Commands → Report → Historical → Designer → 147 Summary Daily Report



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147 Summary Daily Report - CC147 KOMPLAIN INA

Report Edit Format Tools Options Help

Date: 8/1/2016 8:31:2016
Split/Skill: CC147 KOMPLAIN INA

Date	Call Offered	ACD Calls	Abandon	% ACD Calls	% Abandon	Call Within 20 Sec	% Call Within 20 Sec	Call Within 30 Sec	% Call Within 30 Sec	Avg ACD Time	Avg Speed Ans	Staffed Time	AUX Time	Hold Time	% Occupancy w/ACW	% Occupancy w/o ACW	Utilisasi	Avg Handling Time
TOTAL	915360	908517	6843	99.25	.75	887534	96.96	903024	98.65	.0427	.0001	98938:58:40	4667:55:36	2209:43:56	72.64	72.64	9427:10:00	.0436
8/1/2016	39736	39634	102	99.74	.26	39285	99.87	39534	99.49	.0420	.0001	3963:59:28	202:58:38	98:52:41	77.10	77.10	3761:00:50	.0429
8/2/2016	31915	31878	37	99.88	.12	31797	99.83	31852	99.80	.0423	.0000	3704:12:15	154:28:27	77:17:18	66.74	66.74	3548:43:48	.0432
8/3/2016	34046	33988	58	99.83	.17	33951	99.72	33988	99.83	.0425	.0000	3591:26:34	171:12:14	90:12:07	74.31	74.31	3420:14:20	.0434
8/4/2016	35349	34770	578	98.36	1.64	32722	92.67	34547	97.73	.0430	.0003	3653:40:15	175:16:14	95:32:02	76.17	76.17	3478:24:01	.0440
8/5/2016	29415	29369	46	99.84	.16	29299	99.61	29364	99.83	.0433	.0000	3410:19:38	164:01:29	81:26:03	69.83	69.83	3246:18:09	.0443
8/6/2016	22699	22675	24	99.89	.11	22666	99.85	22673	99.89	.0438	.0000	2832:02:43	116:29:46	51:47:01	65.55	65.55	2715:32:57	.0446
8/7/2016	13503	13491	12	99.91	.09	13491	99.91	13491	99.91	.0441	.0000	2062:40:04	74:01:55	26:15:09	53.74	53.74	1988:38:09	.0448
8/8/2016	34073	34030	43	99.87	.13	34030	99.87	34030	99.87	.0429	.0000	3606:54:30	178:51:30	90:03:48	75.22	75.22	3428:03:00	.0438
8/9/2016	34863	34706	157	99.55	.45	34032	97.62	34629	99.33	.0424	.0001	3452:33:27	169:23:04	90:21:51	70.63	70.63	3283:10:23	.0433
8/10/2016	33357	33210	147	99.56	.44	32582	97.68	33007	98.95	.0432	.0001	3488:07:03	164:39:51	91:45:57	76.72	76.72	3323:27:12	.0442
8/11/2016	32166	32120	46	99.86	.14	32029	99.57	32119	99.85	.0431	.0000	3592:38:03	165:26:51	81:43:49	71.69	71.69	3427:11:12	.0440
8/12/2016	33280	32981	299	99.10	.90	31503	94.66	32182	96.70	.0428	.0002	3316:05:17	158:15:41	76:51:47	78.70	78.70	3157:49:36	.0436
8/13/2016	23662	23597	65	99.73	.27	23310	98.81	23412	98.84	.0436	.0001	2959:14:56	126:20:21	49:56:24	67.09	67.09	2732:54:35	.0443
8/14/2016	14113	14084	29	99.79	.21	14029	99.40	14067	99.67	.0440	.0000	2170:06:43	81:27:12	29:52:26	53.34	53.34	2088:39:31	.0446
8/15/2016	35592	35499	93	99.74	.26	35190	98.87	35439	99.57	.0429	.0001	3588:38:07	170:27:24	92:22:04	78.74	78.74	3418:10:43	.0438
8/16/2016	31435	31400	35	99.89	.11	31397	99.88	31400	99.89	.0431	.0000	3440:53:35	165:36:20	79:48:37	73.26	73.26	3275:17:15	.0440
8/17/2016	14447	14415	32	99.78	.22	14317	99.10	14391	99.61	.0438	.0000	2091:55:47	87:08:54	28:07:52	56.43	56.43	2004:46:53	.0445
8/18/2016	35991	35323	668	98.14	1.86	32779	91.08	35041	97.36	.0429	.0003	3443:54:22	195:41:04	93:53:33	82.26	82.26	3258:13:18	.0438
8/19/2016	34579	33803	776	97.76	2.24	30867	89.55	32029	92.63	.0429	.0004	3514:18:23	182:16:43	84:31:57	76.87	76.87	3332:01:40	.0438
8/20/2016	27569	27416	153	99.45	.55	26806	97.23	27132	98.41	.0432	.0001	2994:00:20	148:39:52	54:29:56	73.64	73.64	2845:20:28	.0439
8/21/2016	16791	16740	51	99.70	.30	16582	98.76	16692	99.41	.0433	.0001	2144:45:55	83:25:29	27:58:50	62.31	62.31	2061:20:26	.0439
8/22/2016	37199	37135	64	99.83	.17	37026	99.53	37113	99.77	.0422	.0000	3748:56:05	186:10:48	94:19:27	77.11	77.11	3562:45:17	.0431
8/23/2016	35043	34951	92	99.74	.26	34842	98.86	34950	99.45	.0424	.0001	3601:00:21	195:38:48	86:32:04	76.17	76.17	3415:21:32	.0433
8/24/2016	31959	31831	128	99.61	.39	31830	99.91	31831	99.91	.0424	.0000	3372:52:22	160:54:18	76:40:24	73.72	73.72	3211:58:04	.0432
8/25/2016	30806	30749	57	99.81	.19	30565	99.22	30706	99.68	.0421	.0000	3350:51:58	163:51:02	69:16:06	71.07	71.07	3187:00:56	.0429
8/26/2016	27702	27670	32	99.88	.12	27665	99.87	27670	99.88	.0425	.0000	3018:39:19	138:18:06	66:44:30	71.81	71.81	2880:21:13	.0433
8/27/2016	23185	23130	55	99.76	.24	23001	99.21	23061	99.47	.0430	.0000	2677:15:13	111:53:03	43:53:01	68.61	68.61	2565:22:10	.0437
8/28/2016	13400	13378	22	99.84	.16	13286	99.15	13343	99.67	.0430	.0000	1898:05:03	84:58:26	21:40:02	65.12	65.12	1843:06:37	.0436
8/29/2016	34834	34760	74	99.79	.21	34446	98.89	34721	99.68	.0414	.0000	3451:29:34	169:32:02	89:05:42	76.14	76.14	3281:57:32	.0424
8/30/2016	32363	32304	59	99.82	.18	32260	99.68	32296	99.79	.0424	.0000	3384:47:14	165:41:13	76:26:30	74.96	74.96	3198:06:01	.0432
8/31/2016	40388	37480	2908	92.80	7.20	30049	74.40	36414	90.16	.0418	.0007	3602:34:31	174:48:50	91:54:58	81.73	81.73	3327:45:41	.0438

d. Sistem Down Time (SDT)

Data didapat dari Infracore

e. First Call Resolution (FCR)

Didapat dari aplikasi IRMA

10.194.194.62/cwc/app/report_acd.php

Telkom Indonesia

admin

Home » Cwc » App » Report Acd

Summary CWC Agent

Search By

Skills: ALL

Tanggal: To

Cari

Show 10 entries

Search:

No	User	Nama Agent	Tanggal	Jumlah CWC	FCR	FCR (OUT)	Eskalasi
No data available in table							

Showing 0 to 0 of 0 entries

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f. Customer Satisfaction Index (CSI)

Data belum terdapat dari Telkom

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	Revisi : 00

2. Dokumen / Rekaman Pendukung *

No.	Nama Dokumen / Rekaman	Masa Simpan	Penanggung Jawab
1	IN.OCC.TELK.F-05 Laporan Analisa Harian Supervisor	3 Tahun	Supervisor
2	IN.OCC.TELK.F-13 Laporan Performansi Periode	3 Tahun	Supervisor
3	IN.OCC.TELK.F-08 Laporan Performansi Bulanan	3 Tahun	Supervisor

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

3. Catatan Perubahan Dokumen

Rev.	Tanggal Berlaku	Deskripsi Perubahan
01	MALANG	MALANG
02		
Dst.		