

ROOSTER ITCC [Nama Area]
 KOTA / WILAYAH : [Nama Kota] / [Divre ...]
 PERIODE [Bulan] [Tahun]

| | | SN | SL | RB | KH | JM | SB | MG | SN | SL | RB | KH | JM | SB | MG | SN | SL | RB | KH | JM | SB | MG | SN | SL | RB | KH | JM | SB | MG | SN | SL | RB |
|----------------|---------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| NAMA (OC Code) | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 |
| Staff ITCC 1 | | C | B | A | C | L | B | C | A | C | B | L | CT | CT | CT | C | B | C | B | C | B | CT | CT | C | B | A | C | L | B | A | C | B |
| Staff ITCC 2 | | B | A | C | B | A | L | L | C | B | A | C | B | C | B | C | B | C | B | C | L | C | B | A | C | B | A | C | L | C | B | A |
| Staff ITCC 3 | | A | C | B | A | C | C | B | B | A | C | L | L | CT | CT | CT | CT | CT | CT | L | C | B | C | B | A | C | L | B | C | B | A | C |
| Spv ITCC Area | | D | D | D | D | D | L | L | D | D | D | D | C | B | C | B | D | D | D | C | L | L | CT | CT | CT | CT | L | L | CT | CT | D | |
| | Staff 1 | E | | E | | E | | E | | E | | E | | E | | E | | E | | E | | E | | E | | E | | E | | E | | E |
| | Staff 2 | E | | E | | E | | E | | E | | E | | E | | E | | E | | E | | E | | E | | E | | E | | E | | E |
| | Staff 3 | | E | | E | | E | | E | | E | | E | | E | | E | | E | | E | | E | | E | | E | | E | | E | |
| | Spv | E | | E | | E | | E | | E | | E | | E | | E | | E | | E | | E | | E | | E | | E | | E | | E |

| | |
|----|---------------|
| A | 7:00 - 15:00 |
| B | 8:30 - 16:30 |
| C | 14:30 - 22:30 |
| D | 08:00 - 17:00 |
| E | On Call |
| L | Libur |
| CT | CUTI |

Ket : Mulai dari jam 22:30 s/d 07:00 Personel ITCC On Call Sesuai Dengan OC Code

Contact Number Infratel :

Staff ITCC 1 : [Nomor HP] Atau tekan *201 (Speed Dial Pabx)
 Staff ITCC 2 : [Nomor HP] Atau tekan *202 (Speed Dial Pabx)
 Staff ITCC 3 : [Nomor HP] Atau tekan *203 (Speed Dial Pabx)
 Spv ITCC Area : [Nomor HP] Atau tekan *204 (Speed Dial Pabx)

Mengetahui,
 Manager Operasional
 Project CC Area [Nama Area]

[Nama Kota], [Tanggal dibuat]

Spv/POH ITCC [Nama Area]
 PT. Infomedia Nusantara

([Nama Manajer])

([Nama Supervisor])

DAFTAR LOGIN ID AGENT CC [Nama Area]
 KOTA / WILAYAH : [Nama Kota] / [Divre ...]
 PERIODE [Bulan] [Tahun]

| No | PABX | | | | Verint / Recording | | | CMS/BCMS | | |
|----|----------|------|------|----------|--------------------|------|----------|----------|------|----------|
| | Login Id | Name | Nick | jml 0 | Login Id | Name | Jml 0 | Login Id | Name | JML 0 |
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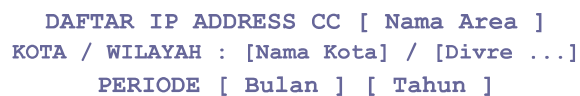
Mengetahui,
 Manager Operasional
 Project CC Area [Nama Area]

([Nama Manajer])

[Nama Kota], [Tanggal dibuat]

Spv/POH ITCC [Nama Area]
 PT. Infomedia Nusantara

([Nama Supervisor])

[illegible]

Mengetahui,
Manager Operasional
Project CC Area [Nama Area]

([Nama Supervisor])



DAFTAR EXTENSION CC [Nama Area]
KOTA / WILAYAH : [Nama Kota] / [Divre ...]
PERIODE [Bulan] [Tahun]

[illegible]

[Nama Kota], [Tanggal dibuat]

Mengetahui,
Manager Operasional
Project CC Area [Nama Area]

SPV/POH ITCC [Nama Area]
PT. Infomedia Nusantara

([Nama Manager])

([Nama Supervisor])



REPORT ECHI HARIAN CC [Nama Area]
 KOTA / WILAYAH : [Nama Kota] / [Divre ...]
 PERIODE [Bulan] [Tahun]

| Tanggal | Jumlah Call | Petugas ITCC | Keterangan |
|--------------|-------------|--------------|------------|
| 01/09/2007 | | | |
| 02/09/2007 | | | |
| 03/09/2007 | | | |
| 04/09/2007 | | | |
| 05/09/2007 | | | |
| 06/09/2007 | | | |
| 07/09/2007 | | | |
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| 23/09/2007 | | | |
| 24/09/2007 | | | |
| 25/09/2007 | | | |
| 26/09/2007 | | | |
| 27/09/2007 | | | |
| 28/09/2007 | | | |
| 29/09/2007 | | | |
| 30/09/2007 | | | |
| Total | 0 | | |

Note : Data diambil dari CCTOOLS -----> Report - ECHI - Inbound - By SPLIT - Summary (all Day)

Mengetahui,
 Manager Operasional
 Project CC Area [Nama Area]

[Nama Kota], [Tanggal dibuat]

Spv/POH ITCC [Nama Area]
 PT. Infomedia Nusantara

([Nama Manajer])

([Nama Supervisor])



REPORT CANNEL MAPPING RECORDING CC [Nama Area]
 KOTA / WILAYAH : [Nama Kota] / [DIVRE....]
 PERIODE [Bulan] [Tahun]

| NO | Name | IP Address | Device Number |
|----|------|------------|---------------|
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PUSAT

| NO | Name | IP Address | Device Number |
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PUSAT

[Nama Kota], [Tanggal dibuat]

Mengetahui,
 Manager Operasional
 Project CC Area [Nama Area]

([Nama Manajer])

Spv/POH IT CC [Nama Area]
 PT. Infomedia Nusantara

([Nama Supervisor])

MALANG