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| **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** | **L** | CT | CT | CT | **C** | **B** | **C** | **B** | **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 | CT | **L** | **L** | CT | CT | **D** |
|  | **Staff 1** |  | **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** |

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

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| --- | --- | --- |
| **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** |

Contact Number Infratel :

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| 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,

[Nama Kota], [Tanggal dibuat]

Manager Operasional Spv/POH ITCC [Nama Area] Project CC Area [Nama Area] PT. Infomedia Nusantara

( [ Nama Manajer ] ) ( [Nama Supervisor] )

**Potensi Perangkat Contact Center [Nama Area]**

**KOTA / WILAYAH : [Nama Kota] / [Divre..]**

**Bulan[Bulan][Tahun]**

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| **NO** | **NAMA PERANGKAT** | **Kap. Eksist.** | **LAYANAN** | | | | | | **TOTAL TERPAKAI** | **Rusak** | **SISA TERPAKAI** | **% Sisa Potensi** | **Keterangan** |
| **108** | **Telkom 147** | | | | |
| **T1 Komplain** | **T1 Registrasi** | **T1 Informasi** | **Support** | **Outbound** |
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Mengetahui,

[Nama Kota], [Tanggal dibuat]

Manager Operasional Spv/POH ITCC [Nama Area]

Project CC Area [Nama Area] PT. Infomedia Nusantara

( [ Nama Manajer ] ) ( [Nama Supervisor] )

**DAFTAR LOGIN ID AGENT CC [ Nama Area ]**

**KOTA / WILAYAH : [Nama Kota] / [Divre ...]**

**PERIODE [ Bulan ] [ Tahun ]**

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| **No** | **PABX** | | | | **Verint / Recording** | | | **CMS/BCMS** | | |
| **Login**  **Id** | **Name** | **Nick** | **jml** | **Login**  **Id** | **Name** | **Jml** | **Login**  **Id** | **Name** | **JML** |
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Mengetahui,

[Nama Kota], [Tanggal dibuat]

Manager Operasional Spv/POH ITCC [Nama Area] Project CC Area [Nama Area] PT. Infomedia Nusantara

( [ Nama Manajer ] ) ( [Nama Supervisor] )

**DAFTAR IP ADDRESS CC [ Nama Area ]**

**KOTA / WILAYAH : [Nama Kota] / [Divre ...]**

**PERIODE [ Bulan ] [ Tahun ]**

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[Nama Kota], [Tanggal dibuat]

Mengetahui,

Manager Operasional Spv/POH ITCC [Nama Area]

Project CC Area [Nama Area] PT. Infomedia Nusantara

( [ Nama Manager ] ) ( [ Nama Supervisor])

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| **DAFTAR EXTENSION CC [ Nama Area ]**  **KOTA / WILAYAH : [Nama Kota] / [Divre ...]**  **PERIODE [ Bulan ] [ Tahun ]** | | | | | | | | | |
| **No Ext** | **Type** | **Port Ext** | **Name** | **Keterangan** | **Cv1/**  **Cv2** | **COR**  **COS** | **TN** | **Jack** | **Cable** |
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Mengetahui,

Manager Operasional

Project CC Area [Nama Area]

( [ Nama Manager ] ) *[Nama Kota], [Tanggal dibuat]*

SPV/POH ITCC [Nama Area]

PT. Infomedia Nusantara

( [ Nama Supervisor])

**REPORT ECHI HARIAN CC [ Nama Area ]**

**KOTA / WILAYAH : [Nama Kota] / [Divre ...]**

**PERIODE [ Bulan ] [ Tahun ]**

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| **Tanggal** | **Jumlah Call** | **Petugas ITCC** | **Keterangan** |
| 01/09/2007 |  |  |  |
| 02/09/2007 |  |  |  |
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| 30/09/2007 |  |  |  |
| **Total** | **0** |  |  |
| ***Note : Data diambil dari CCTOOLS ------> Report - ECHI - Inbound - By SPLIT - Summary (all Day)*** | | | |

Mengetahui,

[Nama Kota], [Tanggal dibuat]

Manager Operasional Spv/POH ITCC [Nama Area] Project CC Area [Nama Area] PT. Infomedia Nusantara

( [ Nama Manajer ] ) ( [Nama Supervisor] )

**REPORT CANNEL MAPPING RECORDING CC [ Nama Area ]**

**KOTA / WILAYAH : [Nama Kota] / [Divre ...]**

**PERIODE [ Bulan ] [ Tahun ]**

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Mengetahui,

[Nama Kota], [Tanggal dibuat]

Manager Operasional Spv/POH ITCC [Nama Area]

Project CC Area [Nama Area] PT. Infomedia Nusantara

( [ Nama Manajer ] ) ( [Nama Supervisor] )

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| **REPORT CANNEL MAPPING RECORDING CC [ Nama Area ]** | | | | | | | | |
| **KOTA / WILAYAH : [Nama Kota] / [DIVRE....]** | | | | | | | | |
| **PERIODE [Bulan] [Tahun]** | | | | | | | | |
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| **NO** | **Name** | **IP Address** | **Device Number** |  | **NO** | **Name** | **IP Address** | **Device Number** |
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| Manager Operasional | | |  |  | Spv/POH IT CC [Nama Area] | | |  |
| Project CC Area [Nama Area] | | |  |  | PT. Infomedia Nusantara | | |  |
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