

NAMA AGENT : INCHA WINDYANITI
SITE : BSD
TANGGAL : 1/9/2023
JAM CALL : 11:26:40
FASTEL : 111501150432
NO CP : 82148487890
JENIS CALL : Mini Pack
KATEGORI CALL : Decline



KATEGORI	PARAMETER		BOBOT	SAMPEL												Jumlah Sample			Persentase (%)		PENCAPAIAN
				1		2		3		4		5		47		48		Nilai 1	Nilai 0	Total	
SOLUSI LAYANAN	1	Product and Procedure Knowledge	15%	1	15.00%		0%		0%		0%		0%		0%	1	47	48	2.08%	97.92%	0.31%
	2	Presentation	15%	1	15.00%		0%		0%		0%		0%		0%	1	47	48	2.08%	97.92%	0.31%
	3	Sales Tenacity	15%	1	15.00%		0%		0%		0%		0%		0%	1	47	48	2.08%	97.92%	0.31%
PROSES LAYANAN	4	Greeting & Opening	5%	1	5.00%		0%		0%		0%		0%		0%	1	47	48	2.08%	97.92%	0.10%
	5	Closing / Re-Confirmation	5%	1	5.00%		0%		0%		0%		0%		0%	1	47	48	2.08%	97.92%	0.10%
	6	Validation	5%	1	5.00%		0%		0%		0%		0%		0%	1	47	48	2.08%	97.92%	0.10%
	7	Documentation	5%	1	5.00%		0%		0%		0%		0%		0%	1	47	48	2.08%	97.92%	0.10%
	8	Confirmed Answer / Disclimer	5%	0	0%		0%		0%		0%		0%		0%	0	49	49	0.00%	100.00%	0.00%
SIKAP LAYANAN	9	Telephone and Communication Skills	10%	1	10.00%		0%		0%		0%		0%		0%	1	47	48	2.08%	97.92%	0.21%
	10	Smiling Voice	10%	1	10.00%		0%		0%		0%		0%		0%	1	47	48	2.08%	97.92%	0.21%
	11	Helpfulness & Respond to Customer	10%	1	10.00%		0%		0%		0%		0%		0%	1	47	48	2.08%	97.92%	0.21%
QM SCORE				95.00%		0.00%		0.00%		0.00%		0.00%		0.00%	1.98%						

NAMA AGENT :
SITE :
TANGGAL :
JAM CALL :
FASTEL :
NO CP :
JENIS CALL :
KATEGORI CALL :

KATEGORI	PARAMETER		BOBOT	SAMPEL												Jumlah Sample			Persentase (%)		PENCAPAIAN	
				1		2		3		4		5		47		48		Nilai 1	Nilai 0	Total		Nilai 1
SOLUSI LAYANAN	1	Product and Procedure Knowledge	15%		0%		0%		0%		0%		0%		0%		0	48	48	0.00%	100.00%	0.00%
	2	Presentation	15%		0%		0%		0%		0%		0%		0%		0	48	48	0.00%	100.00%	0.00%
	3	Sales Tenacity	15%		0%		0%		0%		0%		0%		0%		0	48	48	0.00%	100.00%	0.00%
PROSES LAYANAN	4	Greeting & Opening	5%		0%		0%		0%		0%		0%		0%		0	48	48	0.00%	100.00%	0.00%
	5	Closing / Re-Confirmation	5%		0%		0%		0%		0%		0%		0%		0	48	48	0.00%	100.00%	0.00%
	6	Validation	5%		0%		0%		0%		0%		0%		0%		0	48	48	0.00%	100.00%	0.00%
	7	Documentation	5%		0%		0%		0%		0%		0%		0%		0	48	48	0.00%	100.00%	0.00%
	8	Confirmed Answer / Disclimer	5%		0%		0%		0%		0%		0%		0%		0	48	48	0.00%	100.00%	0.00%
SIKAP LAYANAN	9	Telephone and Communication Skills	10%		0%		0%		0%		0%		0%		0%		0	48	48	0.00%	100.00%	0.00%
	10	Smiling Voice	10%		0%		0%		0%		0%		0%		0%		0	48	48	0.00%	100.00%	0.00%
	11	Helpfulness & Respond to Customer	10%		0%		0%		0%		0%		0%		0%		0	48	48	0.00%	100.00%	0.00%
QM SCORE					0.00%		0.00%		0.00%		0.00%		0.00%		0.00%					0.00%	100.00%	0.00%