

## CALL CENTER SERVICE EXCELLENCE INDEX 2005

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#### PERBANKAN

NO	CALL CENTER	DIMENSI				CCSEI 2005
		ACCESSIBILITY	SYSTEM (MACHINE)	PEOPLE (SOFT SKILL)	PEOPLE (HARD SKILL)	
1	Danamon	81,000	88,800	87,895	86,917	86,950

#### PENERBANGAN

NO	CALL CENTER	DIMENSI				CCSEI 2005
		ACCESSIBILITY	SYSTEM (MACHINE)	PEOPLE (SOFT SKILL)	PEOPLE (HARD SKILL)	
1	Garuda Indonesia	79,000	95,200	80,421	88,833	85,861

#### TELEKOMUNIKASI

NO	CALL CENTER	DIMENSI				CCSEI 2005
		ACCESSIBILITY	SYSTEM (MACHINE)	PEOPLE (SOFT SKILL)	PEOPLE (HARD SKILL)	
1	Telkom	90,000	80,000	62,947	70,444	71,209

#### HANDPHONE

NO	CALL CENTER	DIMENSI				CCSEI 2005
		ACCESSIBILITY	SYSTEM (MACHINE)	PEOPLE (SOFT SKILL)	PEOPLE (HARD SKILL)	
1	Nokia	68,000	77,600	80,000	67,111	73,284

#### CONSUMER GOODS

NO	CALL CENTER	DIMENSI				CCSEI 2005
		ACCESSIBILITY	SYSTEM (MACHINE)	PEOPLE (SOFT SKILL)	PEOPLE (HARD SKILL)	
1	Unilever	73,333	62,000	76,842	74,815	73,454

Untuk Mengetahui Urutan Brand Berikutnya Silahkan Hubungi Phone: 021-4514472 atau Mail: [cs.carre.ccs1@gmail.com](mailto:cs.carre.ccs1@gmail.com)

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### ELECTRONIC HOUSHOLD

NO	CALL CENTER	DIMENSI				CCSEI 2005
		ACCESSIBILITY	SYSTEM (MACHINE)	PEOPLE (SOFT SKILL)	PEOPLE (HARD SKILL)	
1	LG	80,000	90,000	80,000	79,000	81,100

### AUTOMOTIVE

NO	CALL CENTER	DIMENSI				CCSEI 2005
		ACCESSIBILITY	SYSTEM (MACHINE)	PEOPLE (SOFT SKILL)	PEOPLE (HARD SKILL)	
1	Indomobil	80,000	90,800	48,737	80,238	70,773

### ASURANSI

NO	CALL CENTER	DIMENSI				CCSEI 2005
		ACCESSIBILITY	SYSTEM (MACHINE)	PEOPLE (SOFT SKILL)	PEOPLE (HARD SKILL)	
1	Astra Buana	81,111	85,778	74,269	72,685	76,046

### PUBLIC SERVICE

NO	CALL CENTER	DIMENSI				CCSEI 2005
		ACCESSIBILITY	SYSTEM (MACHINE)	PEOPLE (SOFT SKILL)	PEOPLE (HARD SKILL)	
1	PLN	97,000	83,200	69,684	78,583	78,003

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