

CALL CENTER SERVICE EXCELLENCE INDEX 2006

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1. AIRLINE

NO	CALL CENTER	DIMENSI			CCSEI 2006
		ACCESS	SYSTEM & PROSEDUR	PEOPLE	
1	GARUDA CALL CENTER	98,900	79,500	71,500	87,600

2. AUTOMOTIVE 4 W

NO	CALL CENTER	DIMENSI			CCSEI 2006
		ACCESS	SYSTEM & PROSEDUR	PEOPLE	
1	ASTRA WORLD	91,100	96,200	88,400	92,100

3. BANKING

NO	CALL CENTER	DIMENSI			CCSEI 2006
		ACCESS	SYSTEM & PROSEDUR	PEOPLE	
1	PERMATA TEL	99,200	95,100	83,600	94,900

4. FINANCE

NO	CALL CENTER	DIMENSI			CCSEI 2006
		ACCESS	SYSTEM & PROSEDUR	PEOPLE	
1	CALL CENTER ACC	97,500	85,600	69,800	88,400

5. MOBILE PHONE

NO	CALL CENTER	DIMENSI			CCSEI 2006
		ACCESS	SYSTEM & PROSEDUR	PEOPLE	
1	SAMSUNG SERVICE CENTER	99,500	79,800	64,900	86,700

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

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6. PUBLIC SERVICE

NO	CALL CENTER	DIMENSI			CCSEI 2006
		ACCESS	SYSTEM & PROSEDUR	PEOPLE	
1	CALL CENTER 123 PLN	99,400	73,000	58,300	83,300

7. COURIER

NO	CALL CENTER	DIMENSI			CCSEI 2006
		ACCESS	SYSTEM & PROSEDUR	PEOPLE	
1	DHL	96,800	87,000	77,000	89,900

8. INSURANCE

NO	CALL CENTER	DIMENSI			CCSEI 2006
		ACCESS	SYSTEM & PROSEDUR	PEOPLE	
1	GARDA AKSES ASURANSI ASTRA	98,800	81,700	81,700	90,300

9. TELECOMMUNICATION

NO	CALL CENTER	DIMENSI			CCSEI 2006
		ACCESS	SYSTEM & PROSEDUR	PEOPLE	
1	CAROLINE TELKOMSEL	97,900	92,000	83,200	93,200

10. TRANSPORTATION

NO	CALL CENTER	DIMENSI			CCSEI 2006
		ACCESS	SYSTEM & PROSEDUR	PEOPLE	
1	BLUE BIRD GROUP	98,400	68,800	68,200	83,500

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11. INTERNET SERVICE PROVIDER

NO	CALL CENTER	DIMENSI			CCSEI 2006
		ACCESS	SYSTEM & PROSEDUR	PEOPLE	
1	INDOSAT MEGA MEDIA CONTACT CENTER	97,400	93,600	79,900	92,800

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