

CALL CENTER SERVICE EXCELLENCE INDEX 2007

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BANKING

NO	CALL CENTER	DIMENSI			CCSEI 2007	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Permata Tel	98,667	95,510	85,717	95,130	Exceptional

TELECOMMUNICATION

NO	CALL CENTER	DIMENSI			CCSEI 2007	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Telkom 147	95,833	88,946	79,850	90,571	Exceptional

MOBILE PHONE

NO	CALL CENTER	DIMENSI			CCSEI 2007	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Nokia Care Line	95,500	82,900	85,867	89,800	Excellent

INTERNET SERVICE PROVIDER

NO	CALL CENTER	DIMENSI			CCSEI 2007	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Indosat Mega Media Contact Center	90,333	90,608	77,133	87,776	Excellent

AUTOMOTIVE 4W

NO	CALL CENTER	DIMENSI			CCSEI 2007	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Astra World	94,667	90,020	84,200	91,179	Exceptional

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FINANCE

NO	CALL CENTER	DIMENSI			CCSEI 2007	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Call Center ACC	87,667	84,214	79,750	85,048	Excellent

CAR INSURANCE

NO	CALL CENTER	DIMENSI			CCSEI 2007	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Bintang Call Center	94,000	90,420	93,250	92,776	Exceptional

LIFE INSURANCE

NO	CALL CENTER	DIMENSI			CCSEI 2007	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Prudential Life Assurance Call Center	94,333	77,900	79,100	86,400	Excellent

COURIER

NO	CALL CENTER	DIMENSI			CCSEI 2007	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	DHL Express	99,500	77,600	83,533	89,700	Excellent

ELECTRONIC HOUSEHOLD

NO	CALL CENTER	DIMENSI			CCSEI 2007	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Sony Customer Information Center	92,833	82,500	89,433	89,000	Excellent

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AIRLINE

NO	CALL CENTER	DIMENSI			CCSEI 2007	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Garuda Call Center	89,167	79,945	74,250	83,417	Excellent

PUBLIC SERVICE

NO	CALL CENTER	DIMENSI			CCSEI 2007	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Call Center 123 PLN	88,333	68,255	63,667	77,376	Good

TRANSPORTATION

NO	CALL CENTER	DIMENSI			CCSEI 2007	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Silver Bird	97,500	64,800	63,317	80,900	Excellent

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