

CALL CENTER SERVICE EXCELLENCE INDEX 2008

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BANKING

NO	CALL CENTER	DIMENSI			CCSEI 2008	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Permata Tel	82,833	94,885	82,900	86,482	Excelece

CAR INSURANCE

NO	CALL CENTER	DIMENSI			CCSEI 2008	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Bintang Call Center	83,667	76,500	73,111	76,239	Good

MOBILE PHONE

NO	CALL CENTER	DIMENSI			CCSEI 2008	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Nokia Care Line	72,000	81,783	74,467	76,168	Good

AIRLINE

NO	CALL CENTER	DIMENSI			CCSEI 2008	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Garuda Call Center	74,333	72,483	71,450	72,337	Good

AUTOMOTIVE

NO	CALL CENTER	DIMENSI			CCSEI 2008	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Astra World	70,667	75,413	77,183	75,349	Good

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

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COURIER

NO	CALL CENTER	DIMENSI			CCSEI 2008	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	DHL	82,333	73,933	76,917	77,105	Good

ELECTRONIC HOUSEHOLD

NO	CALL CENTER	DIMENSI			CCSEI 2008	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Sony Customer Information Center	82,667	78,350	75,200	77,638	Good

FINANCE

NO	CALL CENTER	DIMENSI			CCSEI 2008	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Call Center ACC	91,667	88,500	79,750	84,758	Excelece

INTERNET SERVICE PROVIDER

NO	CALL CENTER	DIMENSI			CCSEI 2008	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Indosat Mega Media Contact Center	93,000	92,151	77,133	84,812	Excelece

LIFE INSURANCE

NO	CALL CENTER	DIMENSI			CCSEI 2008	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Manulife Customer Contact Center	90,833	82,211	70,000	77,830	Good

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PUBLIC SERVICE

NO	CALL CENTER	DIMENSI			CCSEI 2008	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Call Center 123 PLN	90,000	67,398	63,667	70,053	Good

TELEKOMUNIKASI

NO	CALL CENTER	DIMENSI			CCSEI 2008	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Contact Center Indosat	83,833	90,333	81,517	84,625	Excelece

TRANSPORTASI

NO	CALL CENTER	DIMENSI			CCSEI 2008	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Silver Bird	85,667	69,500	69,433	72,700	Good

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