

CALL CENTER SERVICE EXCELLENCE INDEX 2009

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1. REGULAR BANKING

NO	CALL CENTER	DIMENSI			CCSEI 2009	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Permata Tel	98,417	87,654	80,816	86,387	Excellence

2. REGULAR BANKING (SINGAPORE)

NO	CALL CENTER	DIMENSI			CCSEI 2009	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	OCBC Phone banking Service	89,981	97,002	89,762	91,978	Exceptional

3. REGULAR BANKING (MALAYSIA)

NO	CALL CENTER	DIMENSI			CCSEI 2009	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Maybank Customer Care	95,034	85,492	80,032	84,670	Excellence

4. REGULAR CREDIT CARD

NO	CALL CENTER	DIMENSI			CCSEI 2009	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Permata Tel	97,833	83,788	82,490	85,948	Excellence

5. AUTOMOTIVE FINANCING

NO	CALL CENTER	DIMENSI			CCSEI 2009	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Call Center ACC	91,167	88,635	72,498	81,073	Excellence

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6. LIFE INSURANCE

NO	CALL CENTER	DIMENSI			CCSEI 2009	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Manulife Customer Contace Center	88,250	76,871	77,636	79,529	Good

7. CAR INSURANCE

NO	CALL CENTER	DIMENSI			CCSEI 2009	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Autocillin Care	93,667	75,570	76,160	79,484	Good

8. TELECOMMUNICATION

NO	CALL CENTER	DIMENSI			CCSEI 2009	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Contact Center Indosat	93,333	86,447	78,320	83,761	Excellence

9. AUTOMOTIVE

NO	CALL CENTER	DIMENSI			CCSEI 2009	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Astra World	96,750	83,625	72,293	80,584	Excellence

10. AIRLINE

NO	CALL CENTER	DIMENSI			CCSEI 2009	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Garuda Call Center	95,000	74,958	72,779	77,877	Good

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11. PUBLIC SERVICE

NO	CALL CENTER	DIMENSI			CCSEI 2009	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Call Center 123 PLN	83,667	73,201	70,688	74,037	Good

12. TRANSPORTATION

NO	CALL CENTER	DIMENSI			CCSEI 2009	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Customer Care Center Blue Bird	88,000	69,358	71,415	74,115	Good

13. MOBILEPHONE

NO	CALL CENTER	DIMENSI			CCSEI 2009	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Sony Ericsson Call Center	90,667	82,042	71,809	78,650	Good

14. ELECTRONICS HOUSEHOLD

NO	CALL CENTER	DIMENSI			CCSEI 2009	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Sony Customer Information Center	94,007	83,540	73,125	80,426	Excellence

15. COURIER

NO	CALL CENTER	DIMENSI			CCSEI 2009	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Call Center DHL Express	94,000	77,440	76,217	80,140	Excellence

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16. INTERNET SERVICE PROVIDER

NO	CALL CENTER	DIMENSI			CCSEI 2009	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Indosat Mega Media Contact Center	88,750	85,785	79,746	83,358	Excellence

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