

CALL CENTER SERVICE EXCELLENCE INDEX 2010

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1. REGULAR BANKING

NO	CALL CENTER	DIMENSI			CCSEI 2010	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	PermataTel	99,467	91,313	85,379	89,977	Excellence

2. REGULAR BANKING (SINGAPORE)

NO	CALL CENTER	DIMENSI			CCSEI 2010	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	OCBC Phone Banking Service	92,000	97,333	86,148	90,674	Exceptional

3. REGULAR BANKING (MALAYSIA)

NO	CALL CENTER	DIMENSI			CCSEI 2010	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Maybank Customer Care	92,667	85,596	75,793	82,108	Excellence

4. REGULAR CREDIT CARD

NO	CALL CENTER	DIMENSI			CCSEI 2010	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	PermataTel	98,867	87,908	86,781	89,536	Excellence

5. AUTOMOTIVE FINANCING

NO	CALL CENTER	DIMENSI			CCSEI 2010	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Call Center ACC	98,200	71,011	74,282	78,084	Good

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CALL CENTER SERVICE EXCELLENCE INDEX 2010

6. LIFE AND HEALTH INSURANCE

NO	CALL CENTER	DIMENSI			CCSEI 2010	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Commowearthlife Comm Center	98,267	76,697	74,306	79,816	Good

7. CAR INSURANCE

NO	CALL CENTER	DIMENSI			CCSEI 2010	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Garda Akses Asuransi Astra	97,533	86,833	76,677	83,895	Excellence

8. TELECOMMUNICATION OPERATOR

NO	CALL CENTER	DIMENSI			CCSEI 2010	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Caroline Telkomsel	96,733	80,887	80,653	83,939	Excellence

9. AUTOMOTIVE

NO	CALL CENTER	DIMENSI			CCSEI 2010	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Honda Customer Care	98,200	96,517	80,699	88,944	Excellence

10. AIRLINE

NO	CALL CENTER	DIMENSI			CCSEI 2010	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Garuda Call Center	97,670	85,383	69,712	80,005	Good

11. PUBLIC SERVICE

NO	CALL CENTER	DIMENSI			CCSEI 2010	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Call Center 123 PLN	91,800	68,869	80,546	79,294	Good

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12. TRANSPORTATION

NO	CALL CENTER	DIMENSI			CCSEI 2010	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Customer Care Silver Bird	96,667	74,800	71,766	77,656	Good

13. MOBILEPHONE

NO	CALL CENTER	DIMENSI			CCSEI 2010	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Nokia Care Line	99,267	67,630	73,475	76,880	Good

14. ELECTRONICS HOUSEHOLD

NO	CALL CENTER	DIMENSI			CCSEI 2010	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	LG Customer Information Center	94,333	89,083	73,481	82,332	Excellence

15. COURIER

NO	CALL CENTER	DIMENSI			CCSEI 2010	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	FED EX Customer Service	99,733	84,450	77,528	84,045	Excellence

16. INTERNET SERVICE PROVIDER

NO	CALL CENTER	DIMENSI			CCSEI 2010	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Telkom 147	99,586	81,841	78,908	83,923	Excellence

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17. TV CABLE

NO	CALL CENTER	DIMENSI			CCSEI 2010	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	IM2 Contact Center	98,800	92,183	67,191	81,011	Excellence

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