

CALL CENTER SERVICE EXCELLENCE INDEX 2011

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1. PRIORITY BANKING

NO	CALL CENTER	DIMENSI			CCSEI 2011	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	PermataBank Priority Call Center	97,689	98,556	85,437	91,823	Exceptional

2. REGULAR BANKING

NO	CALL CENTER	DIMENSI			CCSEI 2011	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	PermataTel	98,667	96,167	85,683	91,425	Exceptional

3. REGULAR BANKING (SINGAPORE)

NO	CALL CENTER	DIMENSI			CCSEI 2011	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	OCBC Phone Banking Service	94,000	98,111	87,259	91,863	Exceptional

4. REGULAR BANKING (MALAYSIA)

NO	CALL CENTER	DIMENSI			CCSEI 2011	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Maybank Customer Care	96,000	85,596	81,926	85,842	Excellence

5. SHARIA BANKING

NO	CALL CENTER	DIMENSI			CCSEI 2011	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Layanan BRI Syariah Phone Banking	99,611	83,222	74,668	82,223	Excellence

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

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6. REGULAR CREDIT CARD

NO	CALL CENTER	DIMENSI			CCSEI 2011	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	PermataTel (Credit Card)	98,167	91,433	85,418	89,772	Excellence

7. AUTOMOTIVE FINANCING

NO	CALL CENTER	DIMENSI			CCSEI 2011	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Call Center Astra Credit Companies	97,722	73,363	76,374	79,740	Good

8. LIFE AND HEALTH INSURANCE

NO	CALL CENTER	DIMENSI			CCSEI 2011	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Commonwealthlife Comm Center	98,444	84,351	75,047	82,518	Excellence

9. CAR INSURANCE

NO	CALL CENTER	DIMENSI			CCSEI 2011	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Adira Care	100,000	74,619	77,950	81,361	Excellence

10. TELECOMMUNICATION OPERATOR

NO	CALL CENTER	DIMENSI			CCSEI 2011	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Caroline Telkomsel	95,778	83,266	74,335	81,303	Excellence

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11. AUTOMOTIVE 4W

NO	CALL CENTER	DIMENSI			CCSEI 2011	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Honda Customer Care	98,752	95,667	77,946	87,424	Excellence

12. AIRLINE

NO	CALL CENTER	DIMENSI			CCSEI 2011	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Garuda Call Center	95,111	89,653	69,702	80,769	Excellence

13. PUBLIC SERVICE

NO	CALL CENTER	DIMENSI			CCSEI 2011	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Call Center 123 PLN	94,362	79,266	75,043	80,174	Good

14. TAXI

NO	CALL CENTER	DIMENSI			CCSEI 2011	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Call Center 24 Jam Blue Bird	94,889	81,333	65,121	75,938	Good

15. MOBILEPHONE

NO	CALL CENTER	DIMENSI			CCSEI 2011	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Sony Ericsson Contact Center	98,222	71,135	72,951	77,460	Good

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16. ELECTRONICS HOUSEHOLD

NO	CALL CENTER	DIMENSI			CCSEI 2011	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	LG Customer Information Center	97,213	91,236	72,298	82,962	Excellence

17. COURIER

NO	CALL CENTER	DIMENSI			CCSEI 2011	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	FedEx Customer Service	98,944	90,208	68,572	81,138	Excellence

18. INTERNET SERVICE PROVIDER

NO	CALL CENTER	DIMENSI			CCSEI 2011	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Telkom 147 (Layanan Data & Internet)	97,722	78,565	76,208	81,218	Excellence

19. PAY TV

NO	CALL CENTER	DIMENSI			CCSEI 2011	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Telkom 147 (Layanan Yes TV)	96,389	79,147	70,234	78,139	Good