

CALL CENTER SERVICE EXCELLENCE INDEX 2012

CALL CENTER SERVICE EXCELLENCE INDEX 2012

1. PRIORITY BANKING

NO	CALL CENTER	DIMENSI			CCSEI 2012	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	PermataBank Priority Call Center	98,778	97,153	84,260	91,032	Exceptional

2. REGULAR BANKING

NO	CALL CENTER	DIMENSI			CCSEI 2012	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	PermataTel	98,389	92,403	85,180	89,989	Excellence

3. REGULAR BANKING (SINGAPORE)

NO	CALL CENTER	DIMENSI			CCSEI 2012	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	OCBC Phone Banking Service	94,611	96,028	84,260	89,861	Excellence

4. REGULAR BANKING (MALAYSIA)

NO	CALL CENTER	DIMENSI			CCSEI 2012	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Maybank Customer Care	97,611	86,125	78,370	84,545	Excellence

5. SHARIA BANKING

NO	CALL CENTER	DIMENSI			CCSEI 2012	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Halo BCA	99,778	77,246	75,392	80,825	Excellence

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

CALL CENTER SERVICE EXCELLENCE INDEX 2012

6. PLATINUM CREDIT CARD

NO	CALL CENTER	DIMENSI			CCSEI 2012	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	PermataTel	96,833	89,361	78,369	85,359	Excellence

7. REGULAR CREDIT CARD

NO	CALL CENTER	DIMENSI			CCSEI 2012	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	PermataTel	96,722	91,194	78,370	85,888	Excellence

8. AUTOMOTIVE FINANCING

NO	CALL CENTER	DIMENSI			CCSEI 2012	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Call Center Astra Credit Companies	96,333	76,681	62,977	73,759	Good

9. LIFE AND HEALTH INSURANCE

NO	CALL CENTER	DIMENSI			CCSEI 2012	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Commonwealthlife Comm Center	96,722	79,990	77,020	81,851	Excellence

10. CAR INSURANCE

NO	CALL CENTER	DIMENSI			CCSEI 2012	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Adira Care	95,035	66,137	76,595	77,145	Good

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

CALL CENTER SERVICE EXCELLENCE INDEX 2012

11. TELECOMMUNICATION OPERATOR

NO	CALL CENTER	DIMENSI			CCSEI 2012	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Telkom 147	97,611	74,510	75,673	79,712	Good

12. AUTOMOTIVE 4W

NO	CALL CENTER	DIMENSI			CCSEI 2012	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Toyota Hotline	97,111	92,181	71,313	82,733	Excellence

13. AUTOMOTIVE 2W

NO	CALL CENTER	DIMENSI			CCSEI 2012	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Honda Customer Care Center	96,111	90,458	64,192	78,456	Good

14. AIRLINE

NO	CALL CENTER	DIMENSI			CCSEI 2012	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Air Asia Call Center	99,000	88,139	67,223	79,853	Good

15. PUBLIC SERVICE

NO	CALL CENTER	DIMENSI			CCSEI 2012	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	PLN 123	88,444	71,026	72,515	75,254	Good

CALL CENTER SERVICE EXCELLENCE INDEX 2012

16. TAXI

NO	CALL CENTER	DIMENSI			CCSEI 2012	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Blue Bird	96,667	75,639	66,717	75,383	Good

17. MOBILEPHONE

NO	CALL CENTER	DIMENSI			CCSEI 2012	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Nokia Care Line	97,667	58,375	63,380	68,736	Satisfactory

18. ELECTRONICS HOUSEHOLD

NO	CALL CENTER	DIMENSI			CCSEI 2012	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Customer Service LG Electronic Indonesia	95,333	87,764	70,886	80,839	Excellence

19. COURIER

NO	CALL CENTER	DIMENSI			CCSEI 2012	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Customer Service Hotline DHL Express	98,444	81,972	66,331	77,446	Good

20. INTERNET SERVICE PROVIDER

NO	CALL CENTER	DIMENSI			CCSEI 2012	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Telkom 147	98,556	74,824	77,156	80,736	Excellence

CALL CENTER SERVICE EXCELLENCE INDEX 2012

21. PAY TV

NO	CALL CENTER	DIMENSI			CCSEI 2012	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Telkom 147	98,667	72,913	64,805	74,010	Good

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