

CONTACT CENTER SERVICE EXCELLENCE INDEX 2013

CALL CENTER SERVICE EXCELLENCE INDEX 2013

1. PRIORITY BANKING

NO	CALL CENTER	DIMENSI			CCSEI 2013	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Permata Bank Priority Call Center	98,750	90,247	90,081	90,998	Exceptional

2. REGULAR BANKING

NO	CALL CENTER	DIMENSI			CCSEI 2013	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	PermataTel	98,333	86,998	88,122	88,806	Excellent

3. REGULAR BANKING (SINGAPORE)

NO	CALL CENTER	DIMENSI			CCSEI 2013	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	OCBC Phone Banking Services	95,833	91,680	86,614	89,056	Excellent

4. REGULAR BANKING (MALAYSIA)

NO	CALL CENTER	DIMENSI			CCSEI 2013	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Maybank Customer Care	94,250	91,667	83,396	86,963	Excellent

5. SHARIA BANKING

NO	CALL CENTER	DIMENSI			CCSEI 2013	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Halo BCA	97,250	94,115	89,003	91,361	Exceptional

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

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6. PLATINUM CREDIT CARD

NO	CALL CENTER	DIMENSI			CCSEI 2013	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Halo BCA	96,583	87,373	90,324	90,064	Exceptional

7. REGULAR CREDIT CARD

NO	CALL CENTER	DIMENSI			CCSEI 2013	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	PermataTel	99,333	86,550	88,100	88,758	Excellent

8. AUTOMOTIVE FINANCING

NO	CALL CENTER	DIMENSI			CCSEI 2013	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Call Center Astra Credit Companies	93,542	88,281	82,107	86,246	Excellent

9. LIFE AND HEALTH INSURANCE

NO	CALL CENTER	DIMENSI			CCSEI 2013	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Customer Care AXA Financial Indonesia	96,938	95,081	81,220	88,336	Excellent

10. CAR INSURANCE

NO	CALL CENTER	DIMENSI			CCSEI 2013	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Garda Akses Asuransi Astra	96,833	71,112	85,090	80,673	Excellent

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11. TELECOMMUNICATION OPERATOR

NO	CALL CENTER	DIMENSI			CCSEI 2013	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	3 Care	93,375	88,983	83,143	86,502	Excellent

12. AUTOMOTIVE 4W

NO	CALL CENTER	DIMENSI			CCSEI 2013	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Toyota Hotline	98,771	87,813	88,389	89,196	Excellent

13. AUTOMOTIVE 2W

NO	CALL CENTER	DIMENSI			CCSEI 2013	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Honda Customer Care Center	97,979	90,426	82,915	87,426	Excellent

14. AIRLINE

NO	CALL CENTER	DIMENSI			CCSEI 2013	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Layanan Garuda Call Center	97,917	91,693	82,136	87,537	Excellent

15. PUBLIC SERVICE

NO	CALL CENTER	DIMENSI			CCSEI 2013	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	PLN 123	96,667	92,969	86,634	89,538	Excellent

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16. TAXI

NO	CALL CENTER	DIMENSI			CCSEI 2013	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Taxiku	97,083	77,951	74,364	78,071	Good

17. CAR RENTAL

NO	CALL CENTER	DIMENSI			CCSEI 2013	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	TRAC Customer Assistant Center	94,250	82,109	73,502	79,020	Good

18. MOBILEPHONE/SMARTPHONE

NO	CALL CENTER	DIMENSI			CCSEI 2013	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	LG Customer Information Center	97,583	84,531	81,760	84,451	Excellent

19. ELECTRONICS HOUSEHOLD

NO	CALL CENTER	DIMENSI			CCSEI 2013	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	LG Customer Information Center	96,750	92,305	83,097	88,145	Excellent

20. COURIER

NO	CALL CENTER	DIMENSI			CCSEI 2013	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Customer Service DHL Express	97,833	88,958	83,618	87,176	Excellent

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21. INTERNET SERVICE PROVIDER

NO	CALL CENTER	DIMENSI			CCSEI 2013	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Telkom 147	97,708	84,514	90,952	89,053	Excellent

22. PAY TV

NO	CALL CENTER	DIMENSI			CCSEI 2013	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	TelkomVision Interact	98,500	88,893	84,885	87,850	Excellent

CUSTOMER SERVICE EMAIL CENTERS SERVICE EXCELLENCE INDEX 2013

1. BFI (BANKING - FINANCE - INSURANCE)

NO	EMAIL CUSTOMER SERVICE	KPI		CESEI 2013	GRADE
		ENABLING	ENJOYING		
1	customer@axa-financial.co.id	83,125	94,734	88,930	Excellent

2. NON BFI (BANKING - FINANCE - INSURANCE)

NO	EMAIL CUSTOMER SERVICE	KPI		CESEI 2013	GRADE
		ENABLING	ENJOYING		
1	pcc@pertamina.com	63,250	78,303	70,776	Good