

CALL CENTER SERVICE EXCELLENCE INDEX 2014

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1. PRIORITY BANKING

NO	CALL CENTER	DIMENSI			CCSEI 2014	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Permata Bank Priority Call Center	99,917	95,568	90,516	92,971	Exceptional

2. REGULAR BANKING

NO	CALL CENTER	DIMENSI			CCSEI 2014	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	PermataTel	99,917	89,880	89,506	90,659	Exceptional

3. REGULAR BANKING (SINGAPORE)

NO	CALL CENTER	DIMENSI			CCSEI 2014	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	OCBC Phone Banking Service	99,817	98,510	83,043	89,361	Excellent

4. REGULAR BANKING (MALAYSIA)

NO	CALL CENTER	DIMENSI			CCSEI 2014	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Maybank Customer Care	98,567	98,776	80,576	87,835	Excellent

5. SHARIA BANKING

NO	CALL CENTER	DIMENSI			CCSEI 2014	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	PermataTel Syariah	99,833	90,677	90,859	91,702	Exceptional

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6. PLATINUM CREDIT CARD

NO	CALL CENTER	DIMENSI			CCSEI 2014	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Halo BCA	99,317	94,055	87,533	90,668	Exceptional

7. REGULAR CREDIT CARD

NO	CALL CENTER	DIMENSI			CCSEI 2014	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	PermataTel	99,900	91,039	91,068	91,943	Exceptional

8. AUTOMOTIVE FINANCING

NO	CALL CENTER	DIMENSI			CCSEI 2014	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Call Center Astra Credit Companies	97,317	92,250	84,210	87,933	Excellent

9. LIFE AND HEALTH INSURANCE

NO	CALL CENTER	DIMENSI			CCSEI 2014	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Commonwealth Life Comm Center	95,183	96,104	86,054	89,982	Excellent

10. CAR INSURANCE

NO	CALL CENTER	DIMENSI			CCSEI 2014	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Garda Akses Asuransi Astra	94,167	87,542	78,701	82,900	Excellent

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11. TELECOMMUNICATION OPERATOR

NO	CALL CENTER	DIMENSI			CCSEI 2014	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	3 Care	99,183	95,456	82,357	87,969	Excellent

12. AUTOMOTIVE 4W

NO	CALL CENTER	DIMENSI			CCSEI 2014	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Toyota Hotline	98,617	93,219	84,768	88,688	Excellent

13. AUTOMOTIVE 2W

NO	CALL CENTER	DIMENSI			CCSEI 2014	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Honda Customer Care Center	99,633	91,964	84,176	88,058	Excellent

14. AIRLINE

NO	CALL CENTER	DIMENSI			CCSEI 2014	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Layanan Garuda Call Center	96,500	89,948	85,474	87,919	Excellent

15. PUBLIC SERVICE

NO	CALL CENTER	DIMENSI			CCSEI 2014	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	PLN 123	99,700	85,313	87,454	88,036	Excellent

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16. TAXI

NO	CALL CENTER	DIMENSI			CCSEI 2014	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Blue Bird Call Center	81,933	87,750	83,522	84,631	Excellent

17. CAR RENTAL

NO	CALL CENTER	DIMENSI			CCSEI 2014	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	TRAC Customer Assistant Center	97,433	71,964	85,335	82,533	Excellent

18. MOBILEPHONE/SMARTPHONE

NO	CALL CENTER	DIMENSI			CCSEI 2014	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Samsung Customer Care Center	98,950	85,896	82,686	85,275	Excellent

19. ELECTRONICS HOUSEHOLD

NO	CALL CENTER	DIMENSI			CCSEI 2014	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	LG Customer Information Center	95,683	95,365	83,051	88,009	Excellent

20. COURIER

NO	CALL CENTER	DIMENSI			CCSEI 2014	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Customer Service DHL Express	95,600	85,646	86,054	86,886	Excellent

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21. INTERNET SERVICE PROVIDER

NO	CALL CENTER	DIMENSI			CCSEI 2014	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Telkom 147	96,083	94,583	83,901	88,324	Excellent

22. PAY TV

NO	CALL CENTER	DIMENSI			CCSEI 2014	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	TelkomVision Interact	95,583	92,958	84,234	87,986	Excellent

CUSTOMER SERVICE EMAIL CENTERS SERVICE EXCELLENCE INDEX 2014

1. BFI (BANKING - FINANCE - INSURANCE)

NO	EMAIL CUSTOMER SERVICE	KPI		CESEI 2014	GRADE
		ENABLING	ENJOYING		
1	customer@axa-financial.co.id	90,813	88,786	89,799	Excellent

2. NON BFI (BANKING - FINANCE - INSURANCE)

NO	EMAIL CUSTOMER SERVICE	KPI		CESEI 2014	GRADE
		ENABLING	ENJOYING		
1	pcc@pertamina.com	71,000	75,895	73,448	Good