

CONTACT CENTER SERVICE EXCELLENCE INDEX 2016

CALL CENTER SERVICE EXCELLENCE INDEX 2016

1. PRIORITY BANKING

NO	CALL CENTER	DIMENSI			CCSEI 2016	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Permata Bank Priority Call Center	99,750	93,125	92,758	93,567	Exceptional
2	Layanan Halo BCA Prioritas	99,833	94,901	91,610	93,420	Exceptional
3	Call Mandiri Prioritas	99,333	90,917	87,281	89,577	Excellent
4	Hello Danamon	99,250	91,047	86,790	89,313	Excellent
5	Call BRI Prioritas	98,667	90,370	86,360	88,794	-
6	Call OCBC NISP Premier Banking	99,083	91,094	85,577	88,583	-
7	BNI Emerald Call	97,917	87,656	86,474	87,973	-
8	Call Center CIMB Preferred dan Private Banking Indonesia	98,750	89,307	84,943	87,633	-
9	ANZ Signature Priority Banking Call Center	98,417	86,156	84,912	86,636	-
10	MegaFirst	99,583	88,927	83,289	86,610	-
11	BTN Prioritas	97,833	88,901	83,198	86,372	-
	INDUSTRY	98,947	90,218	86,654	88,952	

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2. REGULAR BANKING

NO	CALL CENTER	DIMENSI			CCSEI 2016	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Halo BCA	100,000	90,567	93,734	93,410	Exceptional
2	PermataTel	100,000	92,175	92,885	93,384	Exceptional
3	Mandiri Call	99,833	89,300	90,790	91,248	Exceptional
4	Maybank Customer Care	98,917	95,283	87,021	90,689	Exceptional
5	UOB Call Center	99,750	82,740	92,020	90,009	Exceptional
6	BJB Call	99,750	93,717	86,191	89,805	Excellent
7	Call BRI	99,167	84,433	88,372	88,270	Excellent
8	BNI Call	99,917	84,487	86,715	87,367	Excellent
9	Hello Danamon	99,500	84,617	86,450	87,205	Excellent
10	Info Bank Jatim	98,667	79,617	87,012	85,959	-
11	Call Center CIMB Niaga	99,167	82,333	85,336	85,818	-
12	Call CommBank	98,667	81,790	85,458	85,679	-
13	24 ANZ Call Center	99,167	81,113	84,648	85,039	-
14	Call KEB Hana	98,833	83,841	83,257	84,990	-
15	Call Panin	96,083	85,294	82,886	84,928	-
16	Graha Call	97,833	87,368	81,553	84,926	-
17	Mutiara Access	98,833	83,531	83,193	84,858	-
18	BTN Call	99,250	81,050	84,226	84,776	-
19	Layanan Citiphone Banking 24 Jam	99,000	81,037	84,264	84,769	-
20	Call Center Bank DKI	97,750	86,370	81,356	84,500	-
21	Bank Sinarmas Care	99,500	80,380	83,451	84,134	-
22	HSBC	98,333	80,242	83,690	84,120	-
23	Call OCBC NISP	98,833	79,040	83,858	83,910	-
24	Mega Call	98,917	82,167	82,271	83,904	-
25	BTPN Call	97,250	84,839	81,182	83,886	-
26	Bank Kaltim Cal Center	98,833	83,307	81,186	83,587	-
27	Call Center Standard Chartered	99,417	81,213	81,949	83,475	-
28	Layanan 24 Jam Halo Bukopin	95,167	77,805	81,510	81,764	-
INDUSTRY		98,798	83,762	85,231	86,147	

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3. REGULAR BANKING (SINGAPORE)

NO	CALL CENTER	DIMENSI			CCSEI 2016	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	UOB Call Center	98,917	91,698	87,836	90,103	Exceptional
2	OCBC Phone Banking Service	99,500	91,250	87,800	90,005	Exceptional
3	HSBC	98,333	89,177	86,504	88,489	-
4	DBS Bank	99,083	90,068	85,458	88,203	-
5	Citibank	98,250	89,823	83,184	86,682	-
INDUSTRY		98,817	90,403	86,156	88,696	

4. REGULAR BANKING (MALAYSIA)

NO	CALL CENTER	DIMENSI			CCSEI 2016	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Maybank Customer Care	99,167	90,958	86,740	89,248	Excellent
2	RHB Phone Banking	98,667	90,370	86,617	88,948	Excellent
3	Hong Leong Contact Center	97,667	88,901	83,198	86,356	-
4	CIMB Call Center	98,917	87,896	82,603	85,822	-
5	Ambank	97,750	87,885	79,595	83,898	-
INDUSTRY		98,433	89,202	83,750	86,854	

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5. SHARIA BANKING

NO	CALL CENTER	DIMENSI			CCSEI 2016	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	PermataTel Syariah	99,583	95,911	89,867	92,652	Exceptional
2	Halo BCA	99,583	93,083	90,933	92,443	Exceptional
3	Salamuamalat	99,833	96,008	88,833	92,086	Exceptional
4	BNI Call	99,250	88,094	86,741	88,398	Excellent
5	Call Center BJB Syariah	98,417	92,375	84,474	88,239	Excellent
6	Layanan BRI Syariah Phone Banking	99,500	89,969	84,786	87,812	-
7	Layanan Call BSM 24 Jam	99,833	87,467	83,840	86,527	-
8	CIMB Niaga Syariah	97,667	84,813	85,440	86,474	-
9	Mega Syariah Call	98,667	88,302	81,316	85,147	-
10	Call OCBC NISP	97,083	83,224	80,515	82,985	-
11	Halo BSB	87,000	79,453	82,200	81,856	-
INDUSTRY		97,856	90,608	85,359	88,183	

6. PLATINUM CREDIT CARD

NO	CALL CENTER	DIMENSI			CCSEI 2016	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	PermataTel	99,917	91,488	92,778	93,104	Exceptional
2	Halo BCA	100,000	90,450	93,200	93,055	Exceptional
3	Mandiri Call	100,000	89,767	89,667	90,730	Exceptional
4	Maybank Customer Care	94,417	95,233	86,516	89,921	Excellent
5	BNI Call	99,667	84,587	87,218	87,673	Excellent
6	Call BRI	99,000	85,550	85,640	86,949	Excellent
7	Hello Danamon	99,083	84,117	86,174	86,848	-
8	Call OCBC NISP	97,667	82,007	85,973	85,952	-
9	Call Center CIMB Niaga	98,500	84,182	84,664	85,903	-
10	24 ANZ Call Center	99,000	80,863	85,371	85,382	-
11	Layanan Citiphone Banking 24 Jam	98,750	78,187	84,882	84,260	-
12	HSBC	98,333	80,525	82,526	83,506	-
13	Call Center Standard Chartered	99,417	79,747	81,030	82,484	-
14	Mega Call	99,000	82,067	77,022	80,733	-
INDUSTRY		98,768	84,792	85,904	86,857	

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7. REGULAR CREDIT CARD

NO	CALL CENTER	DIMENSI			CCSEI 2016	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Halo BCA	100,000	90,367	94,367	93,730	Exceptional
2	PermataTel	100,000	91,875	93,166	93,462	Exceptional
3	Mandiri Call	99,833	89,767	90,593	91,269	Exceptional
4	Maybank Customer Care	99,083	94,867	86,575	90,313	Exceptional
5	UOB Call Center	99,750	82,723	91,090	89,446	Excellent
6	BNI Call	99,917	84,703	86,901	87,544	Excellent
7	Call BRI	99,250	84,750	86,789	87,423	Excellent
8	Hello Danamon	100,000	84,033	86,035	86,831	-
9	Call Panin	97,583	88,604	83,686	86,551	-
10	24 ANZ Call Center	98,833	81,430	84,748	85,161	-
11	Call OCBC NISP	99,167	81,607	83,568	84,540	-
12	Call Center CIMB Niaga	97,833	84,417	82,184	84,419	-
13	Layanan Citiphone Banking 24 Jam	99,750	78,420	84,294	84,077	-
14	Layanan 24 Jam Halo Bukopin	97,583	80,147	83,656	83,996	-
15	HSBC	98,833	79,958	82,376	83,296	-
16	Call Center Standard Chartered	99,250	79,780	82,256	83,213	-
17	Mega Call	99,417	82,392	80,408	82,904	-
INDUSTRY		99,181	84,335	86,041	86,843	

8. AUTOMOTIVE FINANCING

NO	CALL CENTER	DIMENSI			CCSEI 2016	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Halo BCA (Finance)	99,583	94,005	89,306	91,743	Exceptional
2	Kontak ACC	99,417	91,766	85,782	88,941	Excellent
3	Layanan Dering Adira	98,250	91,542	85,522	88,601	Excellent
4	BAF Care	87,167	90,323	85,567	87,154	-
5	Call Center OTO Credit Mobil	99,000	85,135	84,263	85,998	-
INDUSTRY		96,683	90,554	86,088	88,487	

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9. LIFE AND HEALTH INSURANCE

NO	CALL CENTER	DIMENSI			CCSEI 2016	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Commonwealth Life Comm Center	99,667	96,267	86,889	90,980	Exceptional
2	Customer Care BNI Life	98,083	95,333	85,914	89,957	Excellent
3	Layanan Contact Center PT Sun Life Financial Indonesia	96,167	92,233	87,523	89,800	Excellent
4	Cigna Contact Centre	99,417	87,396	88,060	88,996	Excellent
5	Helo Astra Life	99,667	90,776	85,878	88,726	Excellent
6	Garda akses asuransi astra (Garda Medika)	99,000	90,656	85,739	88,540	Excellent
7	Call Center Sequis Life	98,917	86,083	87,115	87,985	Excellent
8	Customer Care AXA Financial Indonesia	99,083	93,167	83,506	87,962	Excellent
9	AXA Mandiri Access	98,667	80,480	86,450	85,881	Excellent
10	Pusat Layanan Informasi BPJS Kesehatan	98,250	86,203	83,344	85,692	Excellent
11	Prudential Customer Line	98,333	81,663	85,559	85,668	Excellent
12	Manulife Customer Contact Center	99,333	81,375	85,229	85,483	Excellent
13	Call Bringin Life	98,167	82,870	83,032	84,497	-
14	Layanan Nasabah CAR	98,083	82,005	82,647	83,998	-
15	Call Center Allianz Indonesia	99,750	77,970	83,921	83,719	-
16	AIA Customer Care Line	99,250	81,037	82,446	83,703	-
17	Call Center Avrist Assurance	99,417	83,920	80,927	83,674	-
18	MNC Life	98,667	81,958	81,931	83,613	-
19	Asuransi Jiwa Generali Indonesia	99,333	77,698	83,848	83,552	-
20	Halo Bumiputera	98,833	82,891	79,662	82,548	-
21	Equity Life Indonesia Cobtact Center	97,083	81,641	80,342	82,406	-
22	Hotline Ace Life	98,833	76,005	82,094	81,941	-
23	Contact Center PT Asuransi Jiwasraya Persero	72,333	79,125	82,928	80,727	-
24	Wana Artha Life	97,333	73,943	77,855	78,629	-
INDUSTRY		97,569	84,549	83,868	85,443	

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10. CAR INSURANCE

NO	CALL CENTER	DIMENSI			CCSEI 2016	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Garda Akses Asuransi Astra	99,167	93,583	88,069	90,833	Exceptional
2	Dering Adira	99,500	81,490	89,088	87,850	Excellent
3	Call Center Jasindo	99,500	88,100	81,359	85,195	-
4	ACA Hotline	95,250	81,380	83,814	84,228	-
5	24 Hour Customer Care Asuransi Sinar Mas	94,667	81,478	81,412	82,757	-
INDUSTRY		97,617	85,206	84,748	86,173	

11. TELECOMMUNICATION OPERATOR

NO	CALL CENTER	DIMENSI			CCSEI 2016	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Contact Center Telkomsel	99,250	80,980	90,861	88,736	Excellent
2	3 Care	98,833	91,133	85,566	88,563	Excellent
3	Customer Service XL	98,500	90,333	85,992	88,545	Excellent
4	Telkom 147	98,833	84,707	87,373	87,719	Excellent
5	Customer Care Smartfren	99,000	81,863	86,959	86,634	-
6	Contact Center Indosat	99,250	74,363	86,329	84,031	-
INDUSTRY		98,944	83,897	87,180	87,372	

12. AUTOMOTIVE 4W

NO	CALL CENTER	DIMENSI			CCSEI 2016	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Toyota Hotline	99,167	90,500	87,492	89,562	Excellent
2	Honda Customer Care	99,917	88,198	87,599	89,011	Excellent
3	Call Astra World	98,917	92,927	85,309	88,955	Excellent
4	Halo Suzuki Mobil	98,917	86,120	83,229	85,665	-
5	Hyundai Customer Care	97,667	83,411	80,198	82,909	-
INDUSTRY		98,917	88,231	84,765	87,220	

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13. AUTOMOTIVE 2W

NO	CALL CENTER	DIMENSI			CCSEI 2016	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Honda Customer Care Center	99,583	93,688	87,922	90,818	Exceptional
2	Yamaha Contact Center	78,917	85,464	86,873	85,654	-
3	Halo Suzuki	98,917	89,286	80,287	84,850	-
INDUSTRY		92,472	89,479	85,027	87,107	

14. AIRLINE

NO	CALL CENTER	DIMENSI			CCSEI 2016	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Layanan Garuda Call Center	98,917	87,859	86,972	88,433	Excellent
2	Contact Center Citilink Indonesia	99,583	87,036	86,278	87,836	Excellent
3	Call Center 24 Jam Sriwijaya Air	99,417	83,594	84,838	85,923	-
4	24 Jam Lion Group Call Center	99,667	77,422	84,005	83,596	-
INDUSTRY		99,396	83,978	85,523	86,447	

15. PUBLIC SERVICE

NO	CALL CENTER	DIMENSI			CCSEI 2016	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Contact Pertamina 500-000	98,833	90,490	89,762	90,887	Exceptional
2	Jasa Marga Traffic Information Center	99,083	90,484	87,849	89,763	Excellent
3	PLN 123	99,500	83,125	89,429	88,545	Excellent
4	Contact Center 121 PT Kereta Api Indonesia Persero	99,500	89,427	86,235	88,519	Excellent
5	Kring Pajak 500200	99,583	89,557	86,000	88,425	-
6	Call Center NTMC Polri	99,083	86,026	82,082	84,965	-
INDUSTRY		99,264	88,185	86,893	88,517	

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16. TAXI

NO	CALL CENTER	DIMENSI			CCSEI 2016	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Blue Bird Call Center	99,667	79,500	86,161	85,513	Excellent
2	Taxiku	98,250	85,677	82,723	85,162	Excellent
3	Halo Express	99,417	87,938	81,361	85,139	Excellent
4	Gamya Taxi	99,500	73,156	83,493	81,992	-
INDUSTRY		99,208	81,568	83,434	84,452	

17. CAR RENTAL

NO	CALL CENTER	DIMENSI			CCSEI 2016	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	TRAC Customer Assistant Center	97,500	77,953	83,782	83,405	Excellent
2	Blue Bird Car Rental	98,167	74,432	82,778	81,813	Excellent
3	Solution Center ASSA Rent	98,667	75,760	81,775	81,660	Excellent
4	Cipaganti	98,333	72,417	80,327	79,754	-
INDUSTRY		98,167	75,141	82,165	81,658	

18. MOBILEPHONE/SMARTPHONE

NO	CALL CENTER	DIMENSI			CCSEI 2016	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Samsung Electronic Contact Center	98,250	83,323	84,966	85,802	Excellent
2	LG Customer Information Center	97,167	84,568	84,337	85,689	Excellent
3	Sony Customer information Center	98,583	82,406	81,531	83,499	-
INDUSTRY		98,000	83,432	83,611	84,997	

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19. ELECTRONICS HOUSEHOLD

NO	CALL CENTER	DIMENSI			CCSEI 2016	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	LG Customer Information Center	97,667	84,365	83,421	85,129	Excellent
2	Samsung Electronic Contact Center	97,750	81,630	84,491	84,959	Excellent
3	Sony Customer information Center	98,167	87,557	81,213	84,811	-
4	Sharp Customer Care Center	98,333	87,094	81,397	84,800	-
INDUSTRY		97,979	85,161	82,630	84,925	

20. COURIER

NO	CALL CENTER	DIMENSI			CCSEI 2016	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Customer Service DHL Express	99,500	89,943	88,288	89,906	Excellent
2	Customer Care JNE	99,583	92,693	86,488	89,659	Excellent
3	FEDEX	99,583	84,615	83,956	85,716	Excellent
4	POS Call 161	98,583	82,557	84,394	85,262	Excellent
5	TNT Express Customer Service	98,917	82,896	80,156	82,854	-
6	Customer Service Hotline Tiki	99,583	77,391	81,331	81,974	-
7	UPS	95,083	77,453	76,869	78,866	-
INDUSTRY		98,690	83,935	83,069	84,891	

21. INTERNET SERVICE PROVIDER

NO	CALL CENTER	DIMENSI			CCSEI 2016	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Telkom 147	99,167	90,214	85,062	88,018	Excellent
2	Contact Center IM2	98,750	89,250	85,243	87,796	Excellent
3	First Media	99,083	88,927	81,631	85,565	Excellent
4	Call Biznet Network	97,667	87,193	80,610	84,291	Excellent
5	24- Hour Customer Care CBN	96,250	69,042	78,221	77,270	-
6	Indonet One Call	95,500	67,802	77,940	76,655	-
7	Centrin Online	92,667	60,948	75,854	73,063	-
INDUSTRY		97,012	79,054	80,652	81,808	

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22. PAY TV

NO	CALL CENTER	DIMENSI			CCSEI 2016	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Trans Vision	98,917	87,688	80,539	84,521	Excellent
2	First Media	97,667	86,792	80,262	83,961	Excellent
3	MNC SkyVision	98,250	81,130	81,353	82,976	Excellent
4	Orange TV	97,333	74,458	83,927	82,427	Excellent
5	Big TV	98,750	79,750	80,505	82,103	Excellent
INDUSTRY		98,214	83,077	82,019	83,956	

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CUSTOMER SERVICE EMAIL CENTERS SERVICE EXCELLENCE INDEX 2016

1. BFI (BANKING - FINANCE - INSURANCE)

NO	EMAIL CUSTOMER SERVICE	KPI		CESEI 2016	GRADE
		ENABLING	ENJOYING		
1	halobca@bca.co.id	100,000	87,124	90,987	Exceptional
2	customercare@maybank.co.id	95,500	88,770	90,789	Exceptional
3	care@bni-life.co.id	100,000	86,743	90,720	Exceptional
4	sli_care@sunlife.com	100,000	85,703	89,992	Excellent
5	commcenter@commlife.co.id	100,000	84,940	89,458	Excellent
6	permatacare@permatatabank.co.id	87,250	87,304	87,288	Excellent
7	callbri@bri.co.id	100,000	78,076	84,653	Excellent
8	salamuamalat@bankmuamalat.co.id	84,250	84,163	84,189	Excellent
9	mandiricare@bankmandiri.co.id	92,031	80,138	83,706	Excellent
10	danamon.access@danamon.co.id	100,000	76,440	83,508	Excellent
11	customer.services.indonesia@cigna.com	91,000	75,380	80,066	Excellent
12	customer@axa-financial.co.id	91,000	75,120	79,884	Good
13	customer@axa-mandiri.co.id	91,000	72,566	78,096	Good
14	care@sequislife.com	71,000	78,053	75,937	Good
15	Customer_Service_Id@manulife.com	67,938	69,541	69,060	-
16	CustomerService.IDLife@acegroup.com	67,938	69,541	69,060	-
17	id.customer@aia.com	67,375	69,541	68,891	-
18	info@sinarmas.co.id	91,000	59,345	68,842	-
19	14041@cimbniaga.co.id	71,000	67,738	68,717	-
20	customer.idn@prudential.co.id	79,000	62,420	67,394	-
21	cs.individual@astralife.co.id	71,000	65,317	67,022	-
22	adiracare@asuransi.adira.co.id	71,000	64,965	66,775	-
23	customer_service@asuransiastra.com	70,719	64,430	66,317	-
24	asuransi@jiwasraya.co.id	69,594	64,753	66,205	-
25	Contactus@allianz.co.id	70,156	64,430	66,148	-
26	bncall@bni.co.id	80,000	58,555	64,989	-
27	customercare@commbank.co.id	71,000	61,815	64,571	-
28	cs@oto.co.id	71,000	60,170	63,419	-
29	btncontactcenter@btn.co.id	71,000	59,865	63,206	-
30	lancar@car.co.id	71,000	59,415	62,891	-

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31	cust-aca@aca.co.id	71,000	59,170	62,719	-
32	customer.service@equity.co.id	71,000	59,170	62,719	-
33	bafcs@bussan.co.id	71,000	58,155	62,009	-
INDUSTRY		81,063	70,746	73,841	

2. NON BFI (BANKING - FINANCE - INSURANCE)

NO	EMAIL CUSTOMER SERVICE	KPI		CESEI 2016	GRADE
		ENABLING	ENJOYING		
1	pcc@pertamina.com	91,000	85,708	87,296	Excellent
2	customerservice.id@dhl.com	83,500	81,455	82,069	Excellent
3	customerservice@xl.co.id	92,000	77,240	81,668	Excellent
4	cs@orangetv.co.id	95,031	71,699	78,699	Good
5	customercare@astra-honda.com	83,500	75,140	77,648	Good
6	3Care@three.co.id	91,000	71,091	77,064	Good
7	pln123@pln.co.id	80,000	75,151	76,606	Good
8	kontak_pelanggan@kereta-api.co.id	68,000	79,973	76,381	Good
9	customer_service@indosat.com	83,500	72,729	75,960	Good
10	cs@telkomsel.co.id	83,625	72,045	75,519	Good
11	help@zalora.co.id	91,000	67,212	74,348	-
12	customer.service@linknet.co.id	83,000	70,073	73,951	-
13	callcentre@indovision.tv	84,052	67,558	72,506	-
14	customercare@jne.co.id	83,500	67,668	72,417	-
15	e-care@indosatm2.com	91,000	64,238	72,266	-
16	customer.service@taxiku.com	83,000	66,706	71,594	-
17	customer.care@blibli.com	79,000	68,091	71,364	-
18	care@transvision.co.id	84,240	65,122	70,857	-
19	CustomerCare@telkom.co.id	63,500	72,295	69,657	-
20	customercare@bluebirdgroup.com	79,000	64,730	69,011	-
21	csr@tiki-online.com	71,000	67,941	68,859	-
22	cs@elevenia.co.id	70,719	67,763	68,650	-
23	customer-care@toyota.astra.co.id	63,500	69,613	67,779	-
INDUSTRY		81,638	71,358	74,442	

CONTACT CENTER SERVICE EXCELLENCE INDEX 2016

TWITTER SERVICE EXCELLENCE INDEX 2016

1. BFI (BANKING - FINANCE - INSURANCE)

NO	TWITTER SERVICE EXCELLENCE	KPI			TSEI 2016	GRADE
		ENGAGING	HUMAN TOUCHING	NAVIGATING		
1	@HaloBCA	94,875	95,859	81,500	89,919	Excellent
2	@mandiricare	91,000	96,000	74,656	86,463	Excellent
3	@Manulife_ID	82,000	83,719	80,469	82,075	Excellent
4	@Jiwasraya	76,000	83,719	80,719	80,975	Excellent
5	@BNISyariah	78,700	92,000	68,438	79,915	Good
6	@MaybankID	81,450	90,828	67,927	79,792	Good
7	@CommLifeID	79,000	78,198	73,281	76,392	Good
8	@BankMuamalat	79,000	93,667	57,469	76,254	Good
9	@AXA_Mandiri	76,525	80,000	70,125	75,355	Good
10	@BNI46	82,000	78,813	67,625	74,975	Good
11	@bankocbcnisp	77,350	79,688	68,167	74,612	Good
12	@BRISyariah	59,200	96,000	57,781	73,353	Good
13	@Cigna_ID	81,250	77,552	63,438	72,646	Good
14	@acckreditmobil	72,813	78,802	66,094	72,521	Good
15	@kontakBRI	79,000	76,000	62,656	71,263	Good
16	@AllianzId	77,175	78,104	60,500	70,877	Good
17	@PermataFamily	60,138	70,250	75,625	70,378	Good
18	@bumiputera	81,250	67,615	63,438	68,671	-
19	@AdiraFinanceID	73,850	77,875	53,000	67,120	-
20	@infobankbjb	59,200	78,500	55,625	65,490	-
21	@HSBC_ID_Help	71,875	81,354	46,188	65,392	-
22	@CommBank_ID	57,846	64,839	58,375	60,855	-
23	@bank_jatim	71,654	47,000	59,688	57,006	-
24	@Avristian	67,317	66,000	37,146	54,722	-
25	@AstraLifeID	57,950	66,521	38,396	53,557	-
26	@as_sinarmas	53,650	53,646	49,167	51,855	-
27	@GardaOto	47,867	56,969	46,938	51,136	-
28	@bank_dki	54,450	47,000	47,500	48,690	-
INDUSTRY		72,299	76,304	61,855	69,723	

CONTACT CENTER SERVICE EXCELLENCE INDEX 2016

2. NON BFI (BANKING - FINANCE - INSURANCE)

NO	TWITTER SERVICE EXCELLENCE	KPI			TSEI 2016	GRADE
		ENGAGING	HUMAN TOUCHING	NAVIGATING		
1	@AstraHondaCare	86,500	88,995	82,125	85,748	Excellent
2	@IndonesiaGaruda	86,021	86,385	67,219	78,646	Good
3	@Telkomsel	78,500	87,964	57,063	73,710	Good
4	@pln_123	84,042	77,885	64,063	73,588	Good
5	@XL123	78,479	78,589	66,031	73,544	Good
6	@KAI121	77,900	76,688	64,938	72,230	Good
7	@PosIndonesia	76,479	88,167	51,625	71,213	Good
8	@Express_Group	74,875	75,323	62,125	69,954	-
9	@SriwijayaAir	74,833	69,255	67,750	69,769	-
10	@TAXIKUGROUP	67,225	82,276	58,094	69,593	-
11	@YamahaIndonesia	73,313	73,505	63,656	69,527	-
12	@firstmedia_ind	74,625	77,885	57,000	68,879	-
13	@triindonesia	72,354	75,661	60,000	68,735	-
14	@OrangetvID	75,458	67,948	62,813	67,396	-
15	@indosatmania	73,875	80,448	50,063	66,979	-
16	@smartfrenicare	75,188	71,115	54,969	65,471	-
17	@PTPERTAMINA	80,750	61,563	59,031	64,388	-
18	@IndovisionCare	80,000	70,344	49,938	64,113	-
19	@JNECare	80,875	63,500	55,438	63,750	-
20	@SolusiEsia	72,188	77,688	44,688	63,388	-
21	@Citilink	71,113	78,156	42,469	62,473	-
22	@CBNinternet	68,925	76,750	40,500	60,685	-
23	@PTJASAMARGA	81,438	59,995	50,188	60,360	-
24	@biliblidotcom	60,200	70,104	43,417	57,448	-
25	@astraworld	66,525	55,932	48,188	54,953	-
26	@Samsung_ID	80,563	59,292	36,469	54,417	-
27	@Bluebirdgroup	70,658	64,219	33,042	53,036	-
28	@BiGTiViCare	61,433	56,417	44,646	52,712	-
29	@BiznetNetworks	57,050	55,229	42,146	50,360	-
30	@sharpindonesia	45,013	53,563	44,938	48,403	-
31	@LGEIndonesia	60,925	50,344	34,271	46,031	-
	INDUSTRY	72,833	70,697	52,466	63,832	

CONTACT CENTER SERVICE EXCELLENCE INDEX 2016

FACEBOOK SERVICE EXCELLENCE INDEX 2016

1. BFI (BANKING - FINANCE - INSURANCE)

NO	FACEBOOK SERVICE EXCELLENCE	KPI			FSEI 2016	GRADE
		ENGAGING	HUMAN TOUCHING	NAVIGATING		
1	BCA KlikPay	82,750	82,911	59,750	73,615	Good
2	Bank Mandiri	88,000	82,250	56,031	72,913	Good
3	ACC Kredit Mobil	67,750	93,135	43,344	68,142	-
4	Bank OCBC NISP	71,000	83,776	47,438	66,685	-
5	Sun Life Financial Indonesia	59,200	96,000	39,000	65,840	-
6	Maybank Indonesia	51,200	92,000	46,500	65,640	-
7	Bank Muamalat	59,200	78,000	55,000	65,040	-
8	Asuransi Jiwasraya	58,721	68,708	63,438	64,603	-
9	Bank BJB	59,200	83,500	46,500	63,840	-
10	CIMB Indonesia	97,000	63,536	31,500	57,415	-
11	Asuransi Jiwa Bersama Bumiputera	59,200	76,250	31,500	54,940	-
12	BNI	77,800	60,813	35,250	53,985	-
13	GardaOto	60,808	58,203	43,969	53,030	-
14	AIA Asuransi	39,200	64,750	35,500	47,940	-
	INDUSTRY	66,502	77,417	45,337	62,402	

CONTACT CENTER SERVICE EXCELLENCE INDEX 2016

2. NON BFI (BANKING - FINANCE - INSURANCE)

NO	FACEBOOK SERVICE EXCELLENCE	KPI			FSEI 2016	GRADE
		ENGAGING	HUMAN TOUCHING	NAVIGATING		
1	Astra Honda Care	85,750	82,182	85,667	84,290	Excellent
2	PLN 123	84,375	84,302	72,750	79,696	Good
3	KAI121	80,275	81,599	70,250	76,795	Good
4	Telkomsel	92,688	71,990	65,781	73,646	Good
5	Garuda Indonesia	86,833	78,490	54,063	70,388	Good
6	ZALORA	67,225	82,250	51,031	66,758	-
7	Indovision	77,500	71,823	51,625	64,879	-
8	CBN Internet	68,388	77,750	49,719	64,665	-
9	Citilink	57,575	68,667	54,927	60,953	-
10	FirstMedia	65,138	66,479	39,990	55,615	-
11	SHARP Indonesia	40,033	60,531	51,031	52,632	-
12	AstraWorld	60,771	49,641	43,073	49,240	-
13	Biznet Networks	50,508	50,651	46,219	48,850	-
14	Transvision Official	57,808	58,203	31,938	47,618	-
15	LG Mobile Indonesia	61,425	43,781	29,438	41,573	-
16	Suzuki Indonesia	66,250	55,359	9,594	39,231	-
17	Sony Indonesia	65,313	46,833	14,469	37,583	-
	INDUSTRY	68,697	66,502	48,327	59,671	

CONTACT CENTER SERVICE EXCELLENCE INDEX 2016

ATM SERVICE EXCELLENCE INDEX 2016

NO	ATM SERVICE EXCELLENCE	KPI			ASEI 2016	GRADE
		ENGAGING	HUMAN TOUCHING	NAVIGATING		
1	Bank Central Asia	74,428	69,870	80,156	74,720	Good
2	Bank BRI	77,860	62,520	77,031	73,818	Good
3	Bank Mandiri	71,555	69,270	81,719	73,525	Good
4	Bank Permata	71,160	67,653	83,125	73,275	Good
5	Bank Danamon	71,160	65,970	84,688	73,244	Good
6	Bank Maybank Indonesia	69,475	68,120	85,000	73,018	Good
7	Bank Negara Indonesia	74,720	66,520	70,938	71,724	Good
8	Bank UOB Indonesia	70,355	68,620	76,563	71,473	Good
9	Bank Muamalat	70,043	68,053	70,313	69,613	-
10	Bank BJB	68,403	68,820	65,313	67,734	-
11	Bank Panin	64,828	68,870	72,344	67,717	-
12	Bank HSBC	65,040	68,520	70,000	67,150	-
13	Bank Commonwealth	67,658	68,820	63,063	66,799	-
14	Bank CIMB Niaga	68,170	64,720	60,469	65,382	-
15	Bank Bukopin	66,995	64,720	58,219	64,232	-
16	Bank OCBC NISP	65,160	64,570	61,156	64,012	-
17	Bank Arthagraha	66,883	64,220	51,594	62,395	-
18	Bank Mega	66,363	60,420	55,823	62,242	-
19	Bank ANZ	64,828	64,153	53,375	61,796	-
20	Bank DKI	59,310	64,420	60,604	60,911	-
INDUSTRY		68,720	66,443	69,074	68,239	

CONTACT CENTER SERVICE EXCELLENCE INDEX 2016

INTERNET BANKING SERVICE EXCELLENCE INDEX 2016

NO	IB SERVICE EXCELLENCE	KPI			IBSEI 2016	GRADE
		ENGAGING	HUMAN TOUCHING	NAVIGATING		
1	klikbca	91,400	62,400	48,000	73,300	Good
2	mandiri internet	89,600	58,800	48,750	71,688	Good
3	permatanet	89,510	63,300	43,500	71,455	Good
4	Maybank2u	86,400	56,400	51,344	70,136	Good
5	CIMB Clicks	86,300	54,300	47,000	68,475	-
6	Internet Banking BRI	83,000	58,800	48,500	68,325	-
7	BSMNet	86,600	52,000	39,500	66,175	-
8	I-Muamalat	82,700	53,925	41,500	65,206	-
9	Internet Panin	80,300	57,600	41,000	64,800	-
10	BNI Internet Banking	80,600	56,400	39,500	64,275	-
11	danamon online banking	81,500	54,150	36,250	63,350	-
12	Internet Banking Bukopin	80,900	54,750	33,500	62,513	-
13	Internet Banking OCBC NISP	80,300	54,300	33,500	62,100	-
14	anz internet banking	82,700	54,000	28,750	62,038	-
15	CommAccess	80,300	51,900	34,750	61,813	-
16	Citibank Online	81,500	56,500	27,250	61,688	-
17	Mega Internet	81,500	52,825	27,250	60,769	-
18	Internet Banking Bank Artha Graha	69,500	51,900	32,750	55,913	-
INDUSTRY		83,034	55,792	39,033	65,223	