

CONTACT CENTER SERVICE EXCELLENCE INDEX 2017

CALL CENTER SERVICE EXCELLENCE INDEX 2017

1. PRIORITY BANKING

NO	CALL CENTER	DIMENSI			CCSEI 2017	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Permata Bank Priority Call Center	99,583	99,146	89,679	93,510	Exceptional
2	Layanan Halo BCA Prioritas	99,500	96,740	90,861	93,488	Exceptional
3	Call Mandiri Prioritas	98,750	92,396	85,960	89,170	Excellent
4	Hello Danamon	97,833	96,708	83,715	89,025	Excellent
5	Call BRI Prioritas	97,583	89,740	85,778	88,147	-
6	Call OCBC NISP Premier Banking	99,500	90,688	84,850	88,067	-
7	BNI Emerald Call	98,917	90,594	84,613	87,838	-
8	Call Center CIMB Preferred dan Private Banking Indonesia	98,750	89,146	84,053	87,051	-
9	ANZ Signature Priority Banking Call Center	96,917	94,135	81,758	86,987	-
10	MegaFirst	98,167	87,073	84,679	86,746	-
11	BTN Prioritas	98,667	88,438	82,022	85,611	-
INDUSTRY		98,561	92,255	85,270	88,694	

2. REGIONAL BANKING

NO	CALL CENTER	DIMENSI			CCSEI 2017	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Info Bank Jatim	99,750	81,958	86,995	86,759	Excellent
2	Bank Kaltim Cal Center	99,167	87,990	80,411	84,560	-
3	Call Center Bank DKI	99,500	85,527	81,546	84,536	-
4	Call Center Bank Jateng	98,000	76,317	85,154	83,788	-
5	Halo Bank Kalbar	99,000	88,172	78,961	83,728	-
INDUSTRY		99,083	83,993	82,613	84,674	

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3. REGULAR BANKING

NO	CALL CENTER	DIMENSI			CCSEI 2017	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Halo BCA	99,917	94,667	91,700	93,412	Exceptional
2	PermataTel	99,833	93,800	91,818	93,214	Exceptional
3	Mandiri Call	99,583	93,817	89,711	91,930	Exceptional
4	UOB Call Center	99,583	92,000	88,669	90,760	Exceptional
5	BJB Call	99,083	89,860	88,325	89,861	Excellent
6	Maybank Customer Care	99,833	95,733	85,099	89,763	Excellent
7	Call BRI	99,333	90,531	85,952	88,664	Excellent
8	BNI Call	99,917	87,250	85,924	87,721	Excellent
9	Hello Danamon	99,500	87,517	85,428	87,462	Excellent
10	Call Center CIMB Niaga	99,667	90,875	81,294	86,005	-
11	24 ANZ Call Center	99,667	84,347	84,524	85,985	-
12	Call CommBank	99,500	82,107	85,166	85,682	-
13	Bank Sinarmas Care	99,500	83,587	83,862	85,343	-
14	Call KEB Hana	99,750	83,908	83,083	84,997	-
15	Graha Call	98,250	88,740	80,850	84,957	-
16	BTN Call	99,000	87,375	81,295	84,890	-
17	Layanan Citiphone Banking 24 Jam	99,167	85,090	82,140	84,728	-
18	HSBC	98,333	86,425	81,315	84,550	-
19	Call Centre J TRUST Bank	99,000	85,880	81,228	84,401	-
20	Call Panin	99,833	86,919	80,370	84,281	-
21	Call OCBC NISP	99,417	82,440	82,498	84,173	-
22	Call Center Standard Chartered	98,667	86,147	80,693	84,127	-
23	Mega Call	99,167	86,150	80,237	83,904	-
24	BTPN Call	99,667	85,656	80,293	83,840	-
25	Call Center Halo Bukopin	99,417	82,958	78,778	82,095	-
INDUSTRY		99,383	87,751	84,010	86,670	

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4. REGULAR BANKING (SINGAPORE)

NO	CALL CENTER	DIMENSI			CCSEI 2017	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	UOB Call Center	99,083	91,630	87,701	90,018	Exceptional
2	OCBC Phone Banking Service	99,333	89,693	87,807	89,525	Excellent
3	HSBC	98,833	90,010	86,649	88,876	Excellent
4	DBS Bank	98,750	89,052	85,255	87,744	-
5	Citibank	98,667	90,432	83,926	87,352	-
INDUSTRY		98,933	90,164	86,268	88,703	

5. REGULAR BANKING (MALAYSIA)

NO	CALL CENTER	DIMENSI			CCSEI 2017	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Maybank Customer Care	98,583	89,026	86,816	88,656	Excellent
2	RHB Phone Banking	98,750	90,370	85,923	88,539	Excellent
3	Hong Leong Contact Center	97,417	89,172	83,561	86,630	Excellent
4	CIMB Call Center	97,917	86,099	81,795	84,698	-
5	Ambank	98,167	87,146	79,214	83,489	-
INDUSTRY		98,167	88,363	83,462	86,402	

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6. SHARIA BANKING

NO	CALL CENTER	DIMENSI			CCSEI 2017	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	PermataTel Syariah	99,750	98,375	88,305	92,471	Exceptional
2	Halo BCA	99,333	96,000	89,522	92,446	Exceptional
3	Salamuamalat	98,583	96,417	88,752	92,035	Exceptional
4	BNI Call	99,083	93,740	85,617	89,400	Excellent
5	Call Center BJB Syariah	99,000	92,344	84,549	88,333	Excellent
6	Layanan BRI Syariah Phone Banking	99,167	93,156	83,463	87,941	-
7	CIMB Niaga Syariah	98,833	94,083	83,047	87,937	-
8	Layanan Call BSM 24 Jam	98,500	90,950	83,668	87,336	-
9	Mega Syariah Call	99,083	88,896	82,128	85,854	-
10	Call OCBC NISP	97,750	86,453	80,167	83,811	-
11	Halo BSB	98,917	86,073	78,616	82,883	-
INDUSTRY		98,909	92,408	84,348	88,222	

7. PLATINUM CREDIT CARD

NO	CALL CENTER	DIMENSI			CCSEI 2017	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	PermataTel	99,833	93,233	91,809	93,039	Exceptional
2	Halo BCA	99,667	94,333	91,227	93,003	Exceptional
3	Mandiri Call	98,583	94,417	87,747	90,831	Exceptional
4	Maybank Customer Care	99,833	98,267	83,703	89,685	Excellent
5	Call BRI	99,000	89,635	85,348	87,999	Excellent
6	Hello Danamon	99,500	87,183	86,103	87,767	Excellent
7	BNI Call	99,583	86,217	85,713	87,251	Excellent
8	24 ANZ Call Center	99,417	84,313	83,036	85,057	-
9	Call Center CIMB Niaga	98,333	88,990	80,855	85,043	-
10	Layanan Citiphone Banking 24 Jam	97,833	86,840	81,923	84,989	-
11	HSBC	99,250	87,533	80,584	84,536	-
12	Call OCBC NISP	98,833	82,573	82,277	84,021	-
13	Call Center Standard Chartered	97,000	86,347	80,607	83,968	-
14	Mega Call	97,000	87,100	80,127	83,906	-
INDUSTRY		98,833	89,070	84,361	87,221	

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8. REGULAR CREDIT CARD

NO	CALL CENTER	DIMENSI			CCSEI 2017	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Halo BCA	99,833	94,767	91,377	93,239	Exceptional
2	PermataTel	99,833	93,633	91,915	93,222	Exceptional
3	Mandiri Call	99,583	93,950	88,663	91,341	Exceptional
4	UOB Call Center	99,500	92,767	89,103	91,242	Exceptional
5	Maybank Customer Care	99,583	98,267	85,433	90,698	Exceptional
6	Call BRI	99,000	89,635	85,395	88,028	Excellent
7	Hello Danamon	99,500	87,183	86,193	87,821	Excellent
8	BNI Call	99,667	86,217	85,883	87,361	Excellent
9	Layanan Citiphone Banking 24 Jam	97,833	87,040	82,263	85,253	-
10	Mega Call	97,167	87,100	82,216	85,176	-
11	Call Panin	99,500	88,319	81,059	85,081	-
12	24 ANZ Call Center	99,833	84,980	82,670	85,079	-
13	HSBC	99,167	87,533	81,454	85,049	-
14	Call Center CIMB Niaga	98,083	88,990	80,073	84,549	-
15	Call Center Standard Chartered	97,000	87,480	80,550	84,274	-
16	Call OCBC NISP	98,417	81,907	81,253	83,165	-
17	Call Center Halo Bukopin	99,167	81,883	79,855	82,394	-
INDUSTRY		98,980	88,921	84,433	87,234	

9. AUTOMOTIVE FINANCING

NO	CALL CENTER	DIMENSI			CCSEI 2017	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Halo BCA (Finance)	99,583	94,802	88,103	91,261	Exceptional
2	Kontak ACC	99,500	95,438	83,923	88,935	Excellent
3	Layanan Dering Adira	99,750	88,938	86,334	88,457	Excellent
4	BAF Care	97,417	89,573	84,001	87,014	-
5	Call Center OTO Credit Mobil	98,417	88,875	81,872	85,627	-
INDUSTRY		98,933	91,525	84,847	88,259	

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10. LIFE AND HEALTH INSURANCE

NO	CALL CENTER	DIMENSI			CCSEI 2017	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Commonwealth Life Comm Center	99,833	93,446	88,288	90,990	Exceptional
2	Customer Care BNI Life	99,333	98,283	85,477	90,704	Exceptional
3	Helo Astra Life	99,583	96,967	85,684	90,459	Exceptional
4	Layanan Contact Center PT Sun Life Financial Indonesia	99,083	96,450	83,638	89,026	Excellent
5	Call Center Sequis Life	99,167	92,120	85,745	89,000	Excellent
6	Cigna Contact Centre	99,583	93,031	85,218	88,998	Excellent
7	Garda akses asuransi astra (Garda Medika)	99,167	92,729	85,143	88,821	Excellent
8	AXA Mandiri Access	99,417	94,833	83,005	88,195	Excellent
9	Customer Care AXA Financial Indonesia	99,583	98,583	79,958	87,508	Excellent
10	Prudential Customer Line	96,500	84,997	83,906	85,493	Excellent
11	Manulife Customer Contact Center	98,917	85,429	83,263	85,478	Excellent
12	Call Center Allianz Indonesia	99,750	81,720	83,273	84,455	-
13	Equity Life Indonesia Cobtact Center	94,583	95,010	76,653	83,953	-
14	AIA Customer Care Line	99,583	85,103	80,428	83,746	-
15	Asuransi Jiwa Generali Indonesia	97,250	88,906	78,565	83,536	-
16	Call Center Avrist Assurance	97,750	90,303	77,630	83,444	-
17	Call Bringin Life	98,667	83,427	80,683	83,305	-
18	MNC Life	99,000	89,141	77,723	83,276	-
19	Layanan Nasabah CAR	99,083	85,042	77,075	81,666	-
20	Hotline Ace Life	96,167	89,375	74,961	81,406	-
21	Contact Center PT Asuransi Jiwasraya Persero	98,750	87,625	74,929	81,120	-
22	Halo Bumiputera	97,167	88,208	74,861	81,096	-
23	Wana Artha Life	98,333	87,313	73,447	80,095	-
INDUSTRY		98,533	90,350	80,850	85,468	

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11. CAR INSURANCE

NO	CALL CENTER	DIMENSI			CCSEI 2017	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Garda Akses Asuransi Astra	99,500	96,783	86,673	90,989	Exceptional
2	Dering Adira	99,500	87,065	86,543	87,996	Excellent
3	ACA Hotline	98,167	87,355	80,358	84,238	-
4	Call Center Jasindo	99,333	87,596	79,944	84,178	-
5	24 Hour Customer Care Asuransi Sinar Mas	98,167	88,537	78,788	83,651	-
INDUSTRY		98,933	89,467	82,461	86,210	

12. TELECOMMUNICATION OPERATOR

NO	CALL CENTER	DIMENSI			CCSEI 2017	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Customer Service XL	98,667	89,867	86,048	88,456	Excellent
2	Contact Center Telkomsel	98,917	80,797	90,342	88,336	Excellent
3	Telkom 147	98,500	84,223	87,819	87,808	Excellent
4	3 Care	98,667	89,817	84,885	87,743	Excellent
5	Customer Care Smartfren	99,083	81,580	86,559	86,318	-
6	Contact Center Indosat	99,083	73,747	86,811	84,119	-
INDUSTRY		98,819	83,338	87,077	87,130	

13. AUTOMOTIVE 4W

NO	CALL CENTER	DIMENSI			CCSEI 2017	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Toyota Hotline	98,917	90,500	87,848	89,750	Excellent
2	Honda Customer Care	99,333	87,885	87,989	89,092	Excellent
3	Call Astra World	98,750	93,083	85,307	88,984	Excellent
4	Halo Suzuki Mobil	98,917	86,120	83,679	85,935	-
5	Hyundai Customer Care	97,667	83,411	80,404	83,032	-
INDUSTRY		98,717	88,200	85,045	87,359	

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14. AUTOMOTIVE 2W

NO	CALL CENTER	DIMENSI			CCSEI 2017	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Honda Customer Care Center	99,333	99,188	86,945	91,857	Exceptional
2	Yamaha Contact Center	99,083	89,583	81,504	85,686	-
3	Halo Suzuki	98,333	87,167	81,221	84,716	-
INDUSTRY		98,917	91,979	83,223	87,419	

15. AIRLINE

NO	CALL CENTER	DIMENSI			CCSEI 2017	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Layanan Garuda Call Center	99,083	88,130	87,539	88,871	Excellent
2	Contact Center Citilink Indonesia	99,250	86,766	86,743	88,001	Excellent
3	Call Center 24 Jam Sriwijaya Air	99,083	82,563	84,638	85,460	-
4	24 Jam Lion Group Call Center	99,250	81,682	84,312	85,017	-
INDUSTRY		99,167	84,785	85,808	86,837	

16. PUBLIC SERVICE

NO	CALL CENTER	DIMENSI			CCSEI 2017	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Contact Pertamina 500-000	99,250	97,542	86,184	90,898	Exceptional
2	Jasa Marga Traffic Information Center	99,417	96,219	84,869	89,729	Excellent
3	PLN 123	99,667	94,406	83,924	88,643	Excellent
4	Contact Center 121 PT Kereta Api Indonesia Persero	98,917	96,031	83,103	88,563	Excellent
5	BPJS Care Center	97,917	89,984	83,965	87,166	-
6	Kring Pajak 500200	95,583	94,099	82,216	87,118	-
7	Call Center NTMC Polri	98,583	93,844	81,049	86,641	-
8	Contact Center PT Aetra Air Jakarta 24 Jam	98,917	91,594	79,422	85,023	-
9	PALYJA Call Center	98,000	90,500	79,335	84,551	-
INDUSTRY		98,472	93,802	82,674	87,592	

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17. TAXI

NO	CALL CENTER	DIMENSI			CCSEI 2017	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Blue Bird Call Center	99,250	82,547	85,317	85,879	Excellent
2	Taxiku	98,333	87,026	82,169	85,242	Excellent
3	Halo Express	99,167	87,260	81,770	85,157	Excellent
4	Gamya Taxi	99,000	77,781	83,768	83,495	-
INDUSTRY		98,938	83,654	83,256	84,943	

18. CAR RENTAL

NO	CALL CENTER	DIMENSI			CCSEI 2017	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	TRAC Customer Assistant Center	97,750	78,901	84,108	83,910	Excellent
2	Blue Bird Car Rental	98,333	78,089	83,598	83,418	Excellent
3	Solution Center ASSA Rent	98,500	77,995	82,553	82,780	-
INDUSTRY		98,194	78,328	83,419	83,370	

19. MOBILEPHONE/SMARTPHONE

NO	CALL CENTER	DIMENSI			CCSEI 2017	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	LG Customer Information Center	97,333	86,057	84,462	86,228	Excellent
2	Samsung Electronic Contact Center	98,583	83,661	85,099	86,016	Excellent
3	Sony Customer information Center	98,583	83,552	81,853	84,036	-
INDUSTRY		98,167	84,424	83,805	85,427	

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20. ELECTRONICS HOUSEHOLD

NO	CALL CENTER	DIMENSI			CCSEI 2017	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	LG Customer Information Center	97,167	86,057	84,249	86,083	Excellent
2	Samsung Electronic Contact Center	97,333	81,813	85,437	85,539	Excellent
3	Sharp Customer Care Center	97,833	87,115	81,420	84,770	-
4	Sony Customer information Center	97,667	86,859	81,501	84,725	-
INDUSTRY		97,500	85,461	83,152	85,279	

21. COURIER

NO	CALL CENTER	DIMENSI			CCSEI 2017	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Customer Service DHL Express	99,500	96,141	85,218	89,923	Excellent
2	Customer Care JNE	99,750	93,714	86,333	89,889	Excellent
3	POS Call 161	99,917	89,635	82,090	86,136	Excellent
4	FEDEX	99,667	93,672	79,063	85,506	Excellent
5	TNT Express Customer Service	99,333	92,203	77,358	84,009	-
6	Customer Service Hotline Tiki	99,750	91,807	77,431	83,976	-
7	UPS	99,000	77,672	75,508	78,507	-
INDUSTRY		99,560	90,692	80,429	85,421	

22. INTERNET SERVICE PROVIDER

NO	CALL CENTER	DIMENSI			CCSEI 2017	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Telkom 147	99,250	89,604	86,118	88,477	Excellent
2	Contact Center IM2	98,917	88,979	85,498	87,884	Excellent
3	First Media	99,250	89,604	82,081	86,055	Excellent
4	Call Biznet Network	98,333	87,734	81,185	84,865	Excellent
5	24- Hour Customer Care CBN	96,417	74,385	78,378	78,984	-
6	Indonet One Call	95,833	68,885	77,996	77,047	-
7	Centrin Online	93,000	61,557	76,506	73,671	-
INDUSTRY		97,286	80,107	81,109	82,426	

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23. PAY TV

NO	CALL CENTER	DIMENSI			CCSEI 2017	GRADE
		ACCESS	SYSTEM & PROSEDUR	PEOPLE		
1	Trans Vision	99,083	87,323	80,258	84,260	Excellent
2	First Media	97,750	87,354	80,458	84,256	Excellent
3	MNC SkyVision	98,583	82,010	81,623	83,435	Excellent
4	Orange TV	97,833	76,708	82,897	82,534	-
5	Big TV	99,000	79,724	80,211	81,944	-
INDUSTRY		98,450	82,624	81,089	83,286	

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CUSTOMER SERVICE EMAIL CENTERS SERVICE EXCELLENCE INDEX 2017

1. BFI (BANKING - FINANCE - INSURANCE)

NO	EMAIL CUSTOMER SERVICE	KPI		CESEI 2017	GRADE
		ENABLING	ENJOYING		
1	halobca@bca.co.id	88,667	94,193	92,535	Exceptional
2	care@bni-life.co.id	90,667	92,620	92,034	Exceptional
3	commcenter@commlife.co.id	100,000	85,904	90,133	Exceptional
4	customercare@maybank.co.id	84,833	88,967	87,727	Excellent
5	sli_care@sunlife.com	87,333	87,533	87,473	Excellent
6	permatacare@permatabank.co.id	76,667	91,590	87,113	Excellent
7	salamuamalat@bankmuamalat.co.id	70,167	86,631	81,692	Excellent
8	callbri@bri.co.id	89,333	77,849	81,294	Excellent
9	danamon.access@danamon.co.id	89,333	76,440	80,308	Excellent
10	customer.services.indonesia@cigna.com	85,667	75,297	78,408	Good
11	customer@axa-financial.co.id	80,333	75,070	76,649	Good
12	14041@cimbniaga.co.id	91,000	69,949	76,264	Good
13	mandiricare@bankmandiri.co.id	77,104	75,232	75,793	Good
14	customer@axa-mandiri.co.id	80,333	73,628	75,639	Good
15	care@sequislife.com	64,333	79,743	75,120	-
16	adiracare@asuransi.adira.co.id	75,000	64,965	67,975	-
17	Customer_Service_Id@manulife.com	62,771	69,541	67,510	-
18	CustomerService.IDLife@acegroup.com	62,771	69,541	67,510	-
19	id.customer@aia.com	62,208	69,541	67,341	-
20	Helo@astralife.co.id	64,333	65,317	65,022	-
21	bnicall@bni.co.id	73,333	60,496	64,347	-
22	customer_service@asuransiastra.com	63,958	64,430	64,289	-
23	asuransi@jiwasraya.co.id	63,021	64,753	64,233	-
24	customer.idn@prudential.co.id	68,333	62,470	64,229	-
25	Contactus@allianz.co.id	63,583	64,430	64,176	-
26	customercare@commbank.co.id	64,333	61,725	62,508	-
27	lancar@car.co.id	67,000	60,171	62,220	-
28	info@sinarmas.co.id	75,333	55,814	61,670	-
29	cs@oto.co.id	64,333	60,270	61,489	-
30	btncontactcenter@btn.co.id	64,333	59,708	61,096	-

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31	cust-aca@aca.co.id	64,333	59,170	60,719	-
32	customer.service@equity.co.id	64,333	59,170	60,719	-
33	bafcs@bussan.co.id	58,792	37,561	43,930	-
INDUSTRY		76,724	74,681	75,294	

2. NON BFI (BANKING - FINANCE - INSURANCE)

NO	EMAIL CUSTOMER SERVICE	KPI		CESEI	GRADE
		ENABLING	ENJOYING		
1	pcc@pertamina.com	75,000	92,583	87,308	Excellent
2	customercare@astra-honda.com	88,000	81,263	83,284	Excellent
3	customerservice.id@dhl.com	67,500	83,414	78,640	Good
4	customerservice@xl.co.id	72,000	77,240	75,668	Good
5	cs@orangetv.co.id	84,365	71,699	75,499	Good
6	kontak_pelanggan@kereta-api.co.id	56,000	80,525	73,168	Good
7	care@transvision.co.id	82,906	68,438	72,779	Good
8	help@zalora.co.id	85,667	67,122	72,685	Good
9	3Care@three.co.id	70,135	73,545	72,522	Good
10	customer_service@indosat.com	67,500	72,729	71,160	Good
11	e-care@indosatm2.com	85,667	64,238	70,666	-
12	cs@telkomsel.co.id	67,625	71,902	70,619	-
13	callcentre@indovision.tv	69,292	67,558	68,078	-
14	customer.service@linknet.co.id	63,000	70,073	67,951	-
15	pln123@pln.co.id	65,500	68,936	67,905	-
16	CustomerCare@telkom.co.id	56,833	72,295	67,657	-
17	customercare@jne.co.id	67,500	67,713	67,649	-
18	customer.service@taxiku.com	63,000	67,174	65,922	-
19	csr@tiki-online.com	59,000	67,941	65,259	-
20	cs@elevenia.co.id	58,719	67,529	64,886	-
21	customercare@bluebirdgroup.com	63,000	64,640	64,148	-
22	customer-care@toyota.astra.co.id	51,500	69,521	64,115	-
23	customer.care@blibli.com	62,000	56,978	58,485	-
INDUSTRY		68,770	71,524	70,698	

CONTACT CENTER SERVICE EXCELLENCE INDEX 2017

TWITTER SERVICE EXCELLENCE INDEX 2017

1. BFI (BANKING - FINANCE - INSURANCE)

NO	TWITTER SERVICE EXCELLENCE	KPI			TSEI 2017	GRADE
		ENGAGING	HUMAN TOUCHING	NAVIGATING		
1	@HaloBCA	92,225	98,333	76,094	88,216	Excellent
2	@mandiricare	90,938	95,750	74,844	86,425	Excellent
3	@Manulife_ID	82,000	83,719	76,031	80,300	Excellent
4	@BNISyariah	78,700	92,000	66,938	79,315	Good
5	@Jiwasraya	76,000	83,719	70,563	76,913	Good
6	@BankMuamalat	75,958	89,927	59,563	74,988	Good
7	@CommLifeID	79,000	78,198	68,844	74,617	Good
8	@BNI46	82,000	78,000	66,688	74,275	Good
9	@AXA_Mandiri	76,025	78,292	68,250	73,822	Good
10	@GardaOto	84,975	80,370	59,188	72,818	Good
11	@BRISyariah	59,200	94,333	56,219	72,061	Good
12	@MaybankID	70,867	82,802	61,802	72,015	Good
13	@Cigna_ID	81,250	74,260	61,250	70,454	Good
14	@bankocbcnisp	72,017	76,469	62,854	70,133	Good
15	@kontakBRI	79,000	74,667	60,469	69,854	-
16	@AllianzId	75,592	74,792	58,521	68,443	-
17	@bumiputera	81,250	67,615	59,375	67,046	-
18	@PermataFamily	57,471	70,250	68,125	66,844	-
19	@HSBC_ID_Help	69,208	81,354	46,188	64,858	-
20	@AdiraFinanceID	68,517	77,875	49,250	64,553	-
21	@infobankbjb	56,533	78,500	53,375	64,057	-
22	@acckreditmobil	68,000	76,099	45,750	62,340	-
23	@CommBank_ID	56,346	64,839	55,875	59,555	-
24	@bank_jatim	71,654	47,000	56,719	55,818	-
25	@Avristian	67,317	66,000	37,146	54,722	-
26	@AstraLifeID	55,283	66,521	38,396	53,023	-
27	@as_sinarmas	50,775	53,646	49,167	51,280	-
28	@bank_dki	54,450	46,958	44,500	47,473	-
INDUSTRY		71,877	76,153	58,999	68,436	

CONTACT CENTER SERVICE EXCELLENCE INDEX 2017

2. NON BFI (BANKING - FINANCE - INSURANCE)

NO	TWITTER SERVICE EXCELLENCE	KPI			TSEI 2017	GRADE
		ENGAGING	HUMAN TOUCHING	NAVIGATING		
1	@AstraHondaCare	91,000	91,828	60,484	79,125	Good
2	@XL123	79,188	80,453	70,422	76,188	Good
3	@Telkomsel	79,000	87,227	60,719	74,978	Good
4	@triindonesia	77,031	83,336	62,500	73,741	Good
5	@IndonesiaGaruda	87,250	78,031	62,406	73,625	Good
6	@firstmedia_ind	82,375	77,719	63,656	73,025	Good
7	@pln_123	82,094	77,719	63,016	72,713	Good
8	@KAI121	78,325	76,297	66,250	72,684	Good
9	@TAXIKUGROUP	71,000	87,563	56,828	71,956	Good
10	@SriwijayaAir	70,500	71,367	70,641	70,903	Good
11	@eleveniacare	75,325	73,563	65,313	70,615	Good
12	@PosIndonesia	74,656	88,516	49,563	70,163	Good
13	@OrangetvID	82,094	67,781	63,750	69,031	-
14	@astraworld	69,288	82,219	52,328	67,676	-
15	@indosatmania	71,500	80,609	50,313	66,669	-
16	@smartfrenicare	70,594	71,016	55,703	64,806	-
17	@Citilink	69,569	79,109	46,609	64,201	-
18	@SolusiEsia	68,156	79,125	46,281	63,794	-
19	@IndovisionCare	77,500	70,297	49,938	63,594	-
20	@JNECare	81,625	63,500	53,875	63,275	-
21	@BiGTiViCare	59,038	73,016	55,000	63,014	-
22	@CBNinternet	66,288	77,000	43,656	61,520	-
23	@PTJASAMARGA	78,906	60,867	51,906	60,891	-
24	@YamahaIndonesia	65,000	56,914	51,984	56,559	-
25	@BiznetNetworks	54,100	61,531	51,563	56,058	-
26	@biblidotcom	57,825	68,313	42,406	55,853	-
27	@Express_Group	66,688	58,164	46,078	55,034	-
28	@Bluebirdgroup	67,738	65,109	38,344	54,929	-
29	@Samsung_ID	75,719	59,500	36,391	53,500	-
30	@sharpindonesia	39,294	53,875	44,969	47,396	-
31	@LGEIndonesia	58,425	50,344	35,188	45,898	-

CONTACT CENTER SERVICE EXCELLENCE INDEX 2017

32	@PTPERTAMINA	49,750	28,016	14,500	26,956	-
	INDUSTRY	71,151	71,248	52,581	63,761	

FACEBOOK SERVICE EXCELLENCE INDEX 2017

1. BFI (BANKING - FINANCE - INSURANCE)

NO	FACEBOOK SERVICE EXCELLENCE	KPI			FSEI 2017	GRADE
		ENGAGING	HUMAN TOUCHING	NAVIGATING		
1	Bank BCA	79,000	89,839	61,156	76,198	Good
2	Bank Mandiri	88,000	82,250	63,115	75,746	Good
3	Sun Life Financial Indonesia	56,000	94,438	46,063	67,400	-
4	Maybank	56,263	92,000	45,250	66,153	-
5	Bank BJB	63,738	85,208	47,750	65,931	-
6	Asuransi Jiwasraya	58,721	68,708	63,438	64,603	-
7	ACC Kredit Mobil	67,700	83,302	43,583	64,294	-
8	Bank OCBC NISP	59,563	80,177	46,969	62,771	-
9	Bank Muamalat	58,388	77,792	48,896	62,353	-
10	AIA Indonesia	46,563	73,865	51,500	59,458	-
11	CIMB Niaga	97,000	61,766	31,875	56,856	-
12	BNI	78,200	60,813	39,823	55,894	-
13	Asuransi Jiwa Bersama Bumiputera	59,113	76,182	32,531	55,308	-
14	GardaOto	60,046	59,729	44,656	53,763	-
	INDUSTRY	66,307	77,576	47,615	63,338	

CONTACT CENTER SERVICE EXCELLENCE INDEX 2017

2. NON BFI (BANKING - FINANCE - INSURANCE)

NO	FACEBOOK SERVICE EXCELLENCE	KPI			FSEI 2017	GRADE
		ENGAGING	HUMAN TOUCHING	NAVIGATING		
1	Astra Honda Care	90,667	89,979	84,729	88,017	Excellent
2	KAI121	80,275	81,599	70,656	76,957	Good
3	PLN 123	83,958	77,115	66,729	74,329	Good
4	Garuda Indonesia	85,750	81,115	54,938	71,571	Good
5	ZALORA	67,071	80,536	49,198	65,308	-
6	Indovision	77,500	71,823	51,625	64,879	-
7	Telkomsel	82,083	56,807	49,948	59,119	-
8	FirstMedia	62,046	60,422	36,031	50,990	-
9	SHARP Indonesia	38,058	55,365	45,104	47,799	-
10	Citilink	48,525	51,026	37,427	45,086	-
11	CBN Internet	55,017	49,786	30,177	42,989	-
12	Transvision Official	51,700	49,068	26,958	40,750	-
13	AstraWorld	58,933	39,943	27,198	38,643	-
14	LG Mobile Indonesia	54,792	36,823	24,531	35,500	-
15	Biznet Networks	40,046	35,854	31,188	34,826	-
16	Suzuki Indonesia	58,850	42,203	7,500	31,651	-
17	PT Pertamina	33,425	20,484	10,042	18,895	-
	INDUSTRY	62,864	57,644	41,411	52,195	

CONTACT CENTER SERVICE EXCELLENCE INDEX 2017

ATM SERVICE EXCELLENCE INDEX 2017

NO	ATM SERVICE EXCELLENCE	KPI			ASEI 2017	GRADE
		ENGAGING	HUMAN TOUCHING	NAVIGATING		
1	Bank Central Asia	74,568	68,620	80,156	74,478	Good
2	Bank BRI	77,595	63,737	77,031	73,989	Good
3	Bank Mandiri	72,045	68,653	82,188	73,733	Good
4	Bank Negara Indonesia	74,743	67,753	77,188	73,606	Good
5	Bank Danamon	71,950	67,070	82,969	73,485	Good
6	Bank Permata	72,300	68,370	80,938	73,477	Good
7	Bank Maybank Indonesia	69,668	68,470	84,219	73,006	Good
8	Bank Muamalat	72,470	67,887	72,979	71,451	Good
9	Bank UOB Indonesia	65,743	68,720	79,219	69,856	-
10	Bank Panin	70,873	67,403	69,094	69,561	-
11	Bank HSBC	68,458	68,570	68,156	68,410	-
12	Bank Commonwealth	69,275	68,253	62,875	67,420	-
13	Bank OCBC NISP	68,110	66,837	66,594	67,413	-
14	Bank CIMB Niaga	69,040	66,003	62,844	66,732	-
15	Bank BJB	68,023	67,570	63,250	66,716	-
16	Bank Bukopin	68,408	65,403	61,479	65,924	-
17	Bank Mega	70,553	61,437	56,469	64,753	-
18	Bank DKI	63,655	65,637	63,760	64,177	-
19	Bank Arthagraha	65,743	64,220	50,844	61,637	-
20	Bank ANZ	63,453	64,153	52,625	60,921	-
	INDUSTRY	69,833	66,738	69,744	69,037	

CONTACT CENTER SERVICE EXCELLENCE INDEX 2017

INTERNET BANKING SERVICE EXCELLENCE INDEX 2017

NO	IB SERVICE EXCELLENCE	KPI			IBSEI 2017	GRADE
		ENGAGING	HUMAN TOUCHING	NAVIGATING		
1	klikbca	91,075	56,988	55,906	73,761	Good
2	mandiri internet	89,553	58,656	49,250	71,753	Good
3	permatanet	89,463	62,875	44,328	71,532	Good
4	Maybank2u	86,395	56,119	53,844	70,688	Good
5	CIMB Clicks	86,645	56,456	47,063	69,202	-
6	Internet Banking BRI	82,788	58,738	46,031	67,586	-
7	BNI Internet Banking	80,500	55,763	49,438	66,550	-
8	BSM Net Banking	86,525	50,725	40,906	66,170	-
9	I-Muamalat	82,525	54,425	39,906	64,845	-
10	Internet Panin	80,380	57,688	39,469	64,479	-
11	danamon online banking	81,475	54,725	35,313	63,247	-
12	Internet Banking Bukopin	80,950	55,213	32,906	62,505	-
13	anz internet banking	82,530	53,825	30,563	62,362	-
14	Internet Banking OCBC NISP	80,425	54,800	32,906	62,139	-
15	Citibank Online	81,579	56,950	27,563	61,918	-
16	CommAccess	80,425	52,700	34,000	61,888	-
17	Mega Internet	81,959	53,106	29,094	61,529	-
18	Internet Banking Bank Artha Graha	70,975	60,575	32,250	58,694	-
INDUSTRY		83,120	56,129	40,041	65,603	