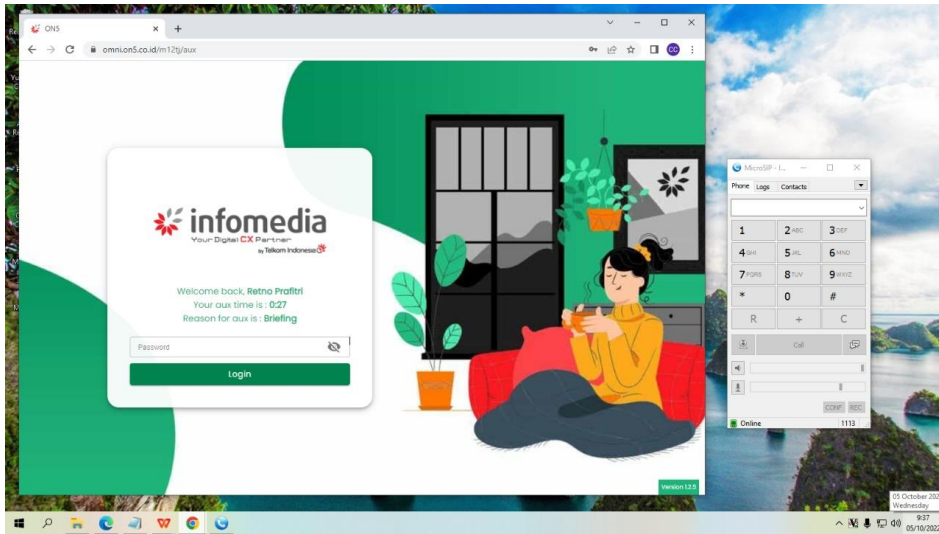


## A. AVAILABILITY PERANGKAT

### 1. PABX ( Line Digital, Line E 1 dan Login Agent )



### 2. Voice Recording ( Line Voice Recording dan Rekaman )

Sound Record  
Total Records (439)

From 2022-09-01 00:00:00 To 2022-10-31 10:23:28 FILTER

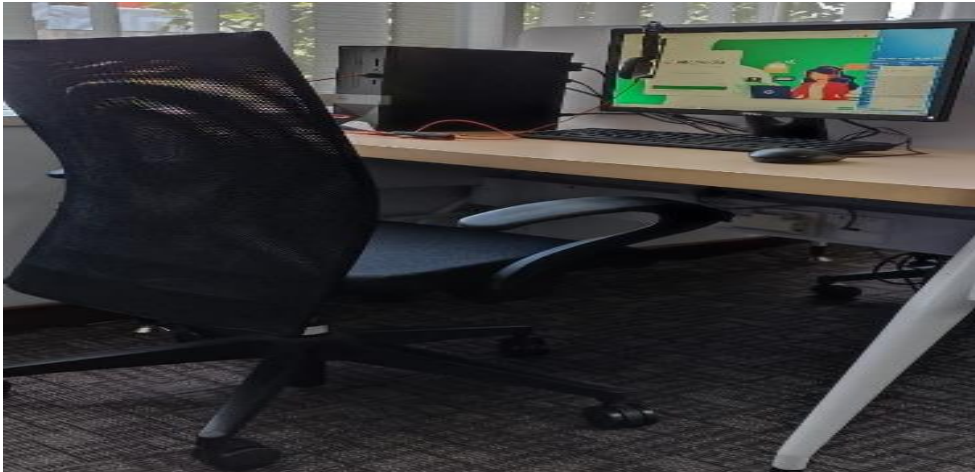
ID	CUST_ID	CUST_NAME	MISSION	DATE_ACCEPT	DATE_HANGUP	DURATION	USERID	NICK_NAME	RECORDING_FILE
1	59857	Amma Rahmata	2129050191	2022-09-01 08:44:14	2022-09-01 08:47:43	00:03:28	4003	Retro Pratiwi	
2	59861	BRN Teta	628121230778	2022-09-01 08:05:57	2022-09-01 08:08:42	00:01:45	4001	Desi Vaensia	
3	59862	Bu Diah	6281215610437	2022-09-01 19:26:28	2022-09-01 19:29:39	00:03:11	4001	Desi Vaensia	
4	59865	Arief	6281280449639	2022-09-01 11:08:21	2022-09-01 11:11:05	00:02:44	4003	Retro Pratiwi	
5	59874	Adin Merti Ari	2131930919	2022-09-01 14:38:45	2022-09-01 14:42:42	00:03:56	4001	Desi Vaensia	
6	54383	Nesti	228221743	2022-09-01 15:04:06	2022-09-01 15:13:07	00:08:59	4005	Falsi Tanjung	
7	59878	Isra	628119151954	2022-09-01 15:23:22	2022-09-01 15:24:56	00:01:34	4007	Jaka Sodok	
8	154	DuAteh Rocky	218550232	2022-09-01 15:03:31	2022-09-01 15:04:21	00:00:50	4005	Falsi Tanjung	
9	59885	hesen	2186003026	2022-09-01 15:28:30	2022-09-01 15:30:32	00:02:02	4007	Jaka Sodok	
10	154	DuAteh Rocky	218500232	2022-09-01 15:34:25	2022-09-01 15:34:54	00:00:29	4005	Falsi Tanjung	
11	59102	Thesna Hekilla	628119124411	2022-09-01 15:49:00	2022-09-01 15:50:38	00:01:38	4007	Jaka Sodok	
12	59890	Mira	6282125552915	2022-09-01 17:10:31	2022-09-01 17:10:56	00:00:25	4005	Falsi Tanjung	

### 3. PC Agent / Komputer



*Handwritten signature or mark.*

#### 4. Headset atau Telset Agent



### B. Connectivity

IT Support response time & IT Support troubleshoot time

#### IOC Ticket Detail Report

Action : All  
 Tipe : All  
 Status : All  
 Ticket Date : 2022 - 09 - 01 sampai dengan 2022 - 09 - 30

Ticket ID	Service Nam	Tipe	Scope	Kategori	Ticket Description	Root Cause & Resolution	Feedback	SLA	Created Time	Resolved Time
INC-0309131	Inbound C	Restorasi	Infrastruktur	Inbound c	Kendala terkait tidak bi	Rootcause : saat ini masih proses pergantian	Program & Progress : merujuk	00:27:59	2022-09-03 11:21:1	2022-09-03 11:49:10
INC-1202142	Inbound C	Restorasi	Infrastruktur	Data Tidak	Mohon dibantu penge	Rootcause: Mohon dibantu pengecekan kend	Setelah di refresh sudah norm	00:32:00	2022-09-12 13:49:2	2022-09-12 14:21:24
INC-1509091	Inbound C	Restorasi	Infrastruktur	PC Problem	PC selalu mengalami ke	Rootcause : Sudah di lakukan logout login mi	Silahkan di gunakan kembali, u	00:14:08	2022-09-15 10:11:5	2022-09-15 10:25:59

### C. KPI Call Center

#### 1. Service Call Ratio (SCR) & Abandoned Rate

Rekap Performance Layanan CC MRT Jakarta  
 Layanan : CC MRT Jakarta  
 Periode : September 2022  
 Target SCR : 97%

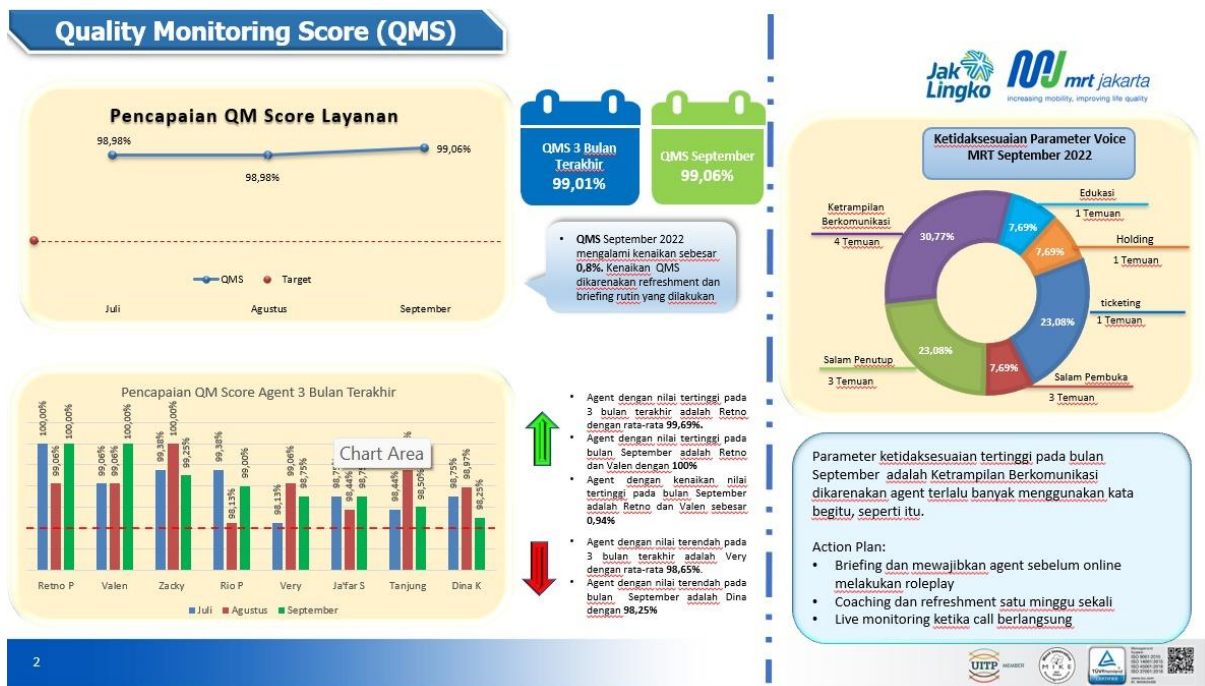
No	Hari	Tanggal	SCR	COF	ACD	ABD	AHT	TOTAL AGENT
1	Kamis	1-Sep-2022	100%	14	14	0	145	5
2	Jum'at	2-Sep-2022	100%	16	16	0	149	5
3	Sabtu	3-Sep-2022	100%	9	9	0	252	5
4	Minggu	4-Sep-2022	100%	6	6	0	106	5
5	Senin	5-Sep-2022	100%	16	16	0	207	5
6	Selasa	6-Sep-2022	100%	7	7	0	171	5
7	Rabu	7-Sep-2022	100%	18	18	0	175	5
8	Kamis	8-Sep-2022	100%	18	18	0	199	5
9	Jum'at	9-Sep-2022	100%	8	8	0	160	5
10	Sabtu	10-Sep-2022	100%	7	7	0	208	5
11	Minggu	11-Sep-2022	100%	8	8	0	174	5
12	Senin	12-Sep-2022	100%	15	15	0	160	5
13	Selasa	13-Sep-2022	100%	6	6	0	82	5
14	Rabu	14-Sep-2022	100%	5	5	0	159	5
15	Kamis	15-Sep-2022	100%	19	19	0	179	5
16	Jum'at	16-Sep-2022	100%	11	11	0	150	5
17	Sabtu	17-Sep-2022	100%	11	11	0	124	5
18	Minggu	18-Sep-2022	100%	7	7	0	186	5
19	Senin	19-Sep-2022	100%	18	18	0	165	5
20	Selasa	20-Sep-2022	100%	15	15	0	184	5
21	Rabu	21-Sep-2022	100%	10	10	0	187	5
22	Kamis	22-Sep-2022	100%	9	9	0	197	5
23	Jum'at	23-Sep-2022	100%	11	11	0	176	5
24	Sabtu	24-Sep-2022	100%	6	6	0	54	5
25	Minggu	25-Sep-2022	100%	12	12	0	112	5
26	Senin	26-Sep-2022	100%	10	10	0	183	5
27	Selasa	27-Sep-2022	100%	9	9	0	117	5
28	Rabu	28-Sep-2022	100%	13	13	0	201	5
29	Kamis	29-Sep-2022	100%	13	13	0	185	5
30	Jum'at	30-Sep-2022	100%	11	11	0	215	5
TOTAL			100,00%	338	338	0	165	

## 2. Average Handling Time (AHT)

Rekap AHT Layanan CC MRT Jakarta  
 Layanan : CC MRT Jakarta  
 Periode : September 2022  
 Report : Average Handle Time

No	Hari	Tanggal	Interaksi				Rata-rata	Keterangan	
			Informasi	Permintaan Laporan barang hilang	Permintaan PIN Priority	Komplain			Non pelanggan
1	Kamis	1-Sep	01:59	03:23	04:19	00:24	02:25		
2	Jumat	2-Sep	02:01	03:34	02:59	04:31	02:29		
3	Sabtu	3-Sep	03:48		03:33	08:23	04:12	Keluhan QR code terlambat cetak dan penginformasian 5 id tiket.	
4	Minggu	4-Sep	01:34	02:43			01:46		
5	Senin	5-Sep	03:05	04:33	04:02		03:27		
6	Selasa	6-Sep	02:51				02:51		
7	Rabu	7-Sep	02:40	02:32	04:59		00:38	02:55	
8	Kamis	8-Sep	03:00		04:41		00:14	03:19	
9	Jumat	9-Sep	02:10		03:32			02:40	
10	Sabtu	10-Sep	01:18		06:21			03:28	
11	Minggu	11-Sep	02:46	04:00				02:54	
12	Senin	12-Sep	02:57		04:22	03:53	00:15	02:40	
13	Selasa	13-Sep	02:59				00:23	01:22	
14	Rabu	14-Sep	01:45		03:08	04:54		02:39	
15	Kamis	15-Sep	03:04		03:52	06:53	00:02	02:59	
16	Jumat	16-Sep	02:35	02:32	04:11	00:21	02:42	02:30	
17	Sabtu	17-Sep	02:43	00:14			00:08	02:04	
18	Minggu	18-Sep	02:51	04:53				03:06	
19	Senin	19-Sep	02:39		03:45			02:45	
20	Selasa	20-Sep	02:39		03:30	06:27		03:04	
21	Rabu	21-Sep	02:50		05:05	03:07		03:07	
22	Kamis	22-Sep	03:41				00:04	03:17	
23	Jumat	23-Sep	02:54	04:23	03:48		00:02	02:56	
24	Sabtu	24-Sep	01:05				00:02	00:54	
25	Minggu	25-Sep	01:45	03:13				01:52	
26	Senin	26-Sep	02:38		04:21	05:03		03:03	
27	Selasa	27-Sep	02:33	00:23	03:56		00:20	01:57	
28	Rabu	28-Sep	03:51		03:41		00:27	03:21	
29	Kamis	29-Sep	03:33		04:32	01:52	00:12	03:05	
30	Jumat	30-Sep	03:25	05:14			00:04	03:15	
31	Sabtu	1-Oct							
			02:39	03:12	04:08	04:10	00:24	02:45	

## 3. Quality Assurance Score



2

#### 4. Reporting Delivery Timeline



PT. MRT JAKARTA

**Randy Tara Latuperissa**  
Contact Center Specialist

PT. INFOMEDIA NUSANTARA

**Ramadhika Agus Putra**  
Koordinator Enterprise 1Segment 1