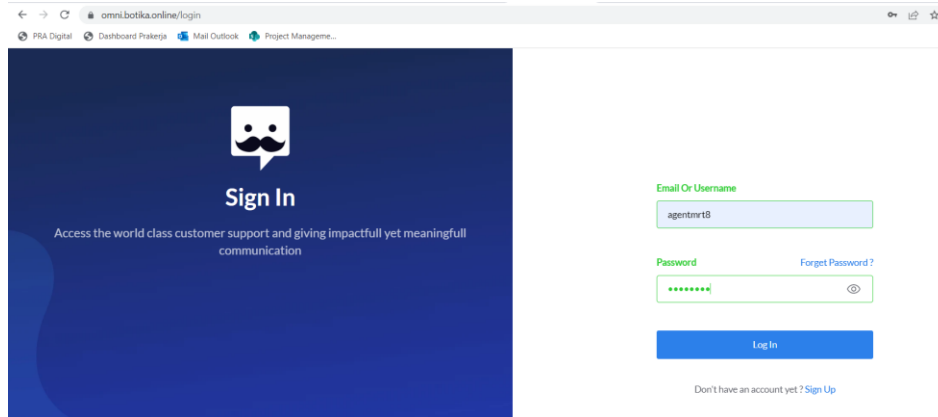


# DOKUMEN VALIDASI PENGADAAN JASA MANAGE SERVICE LAYANAN CRM PT MRT JAKARTA DENGAN PT VADS INDONESIA

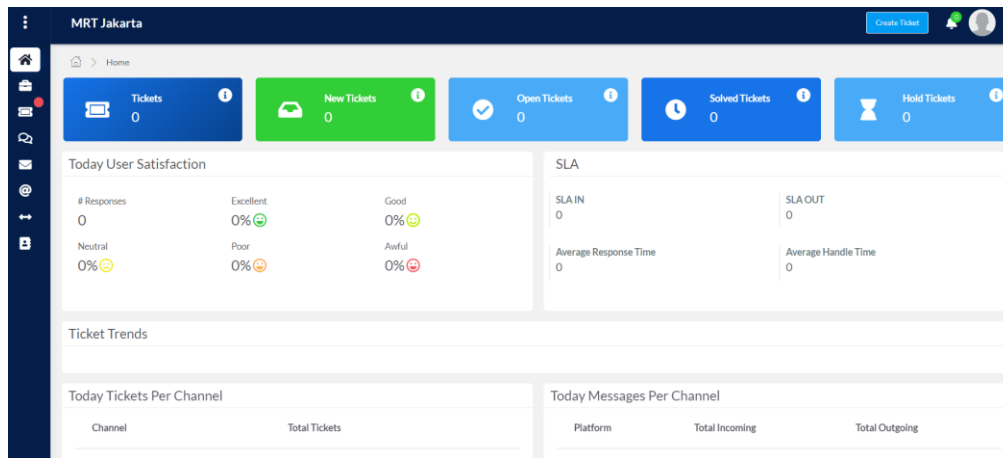
Periode September – 2022

## A. Availability Perangkat

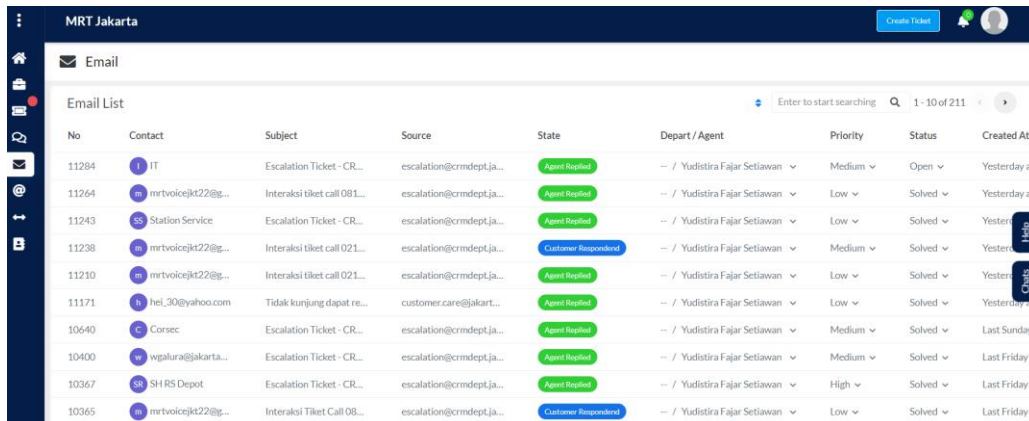
### 1. Infrastruktur penggunaan CRM system OMNI Channels



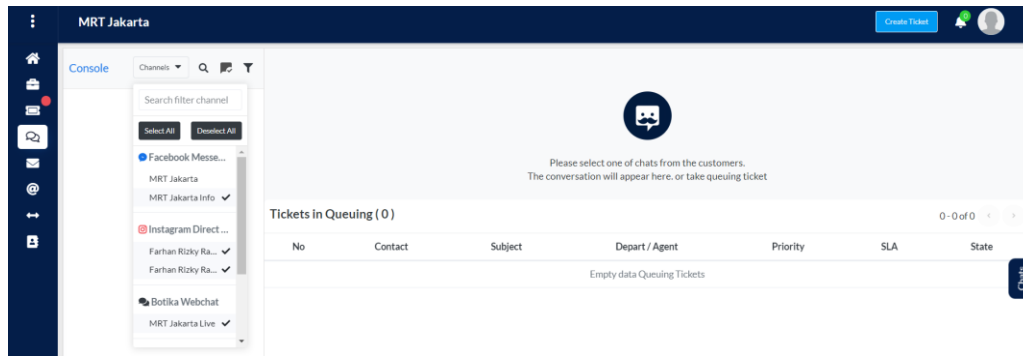
1.1 Login CRM Omni



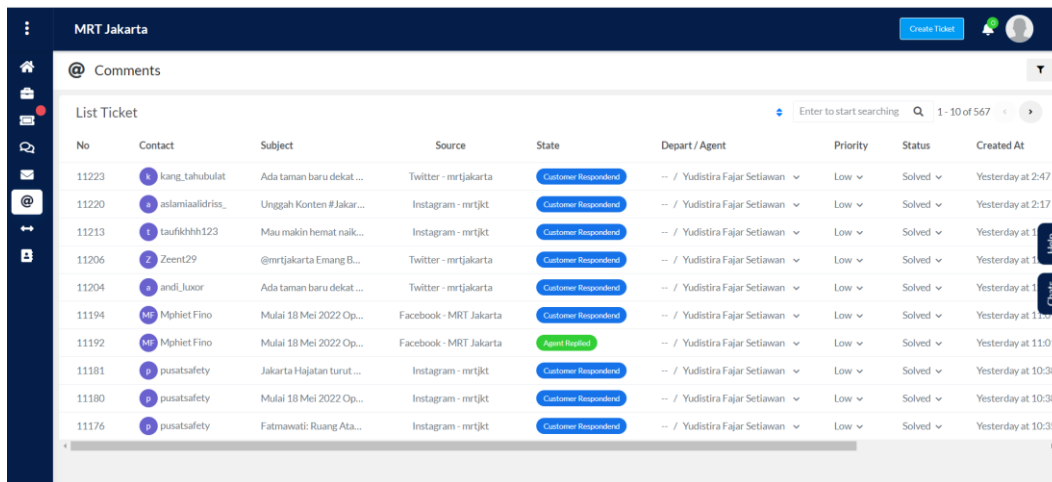
1.2 Dashboard Ticketing CRM Omni



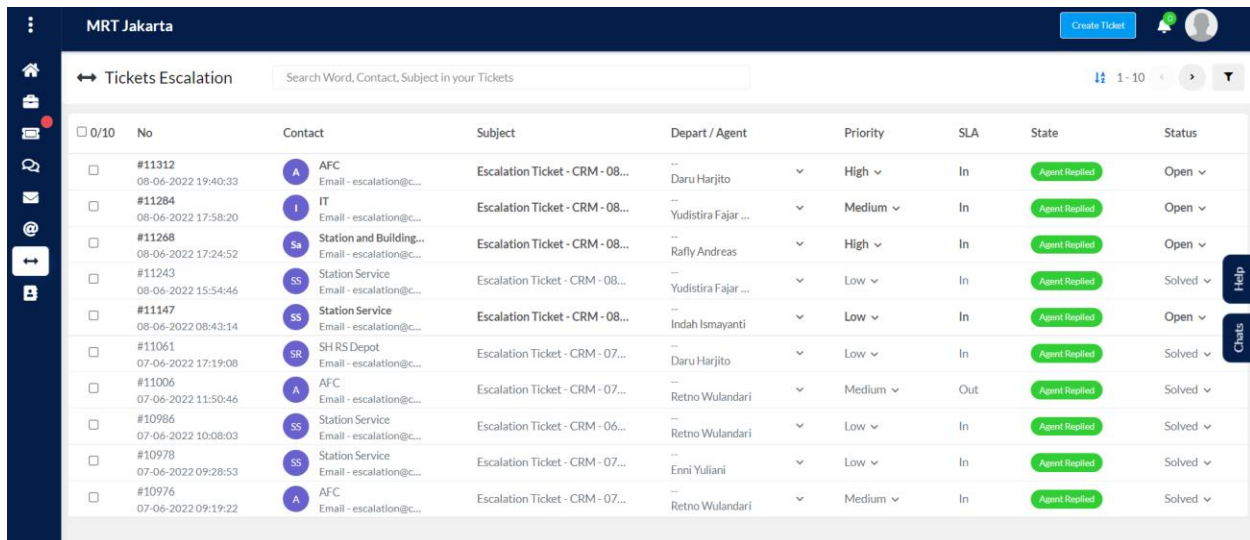
1.3 Email Channel Ticketing



1.4 Chat Console FB, Instagram

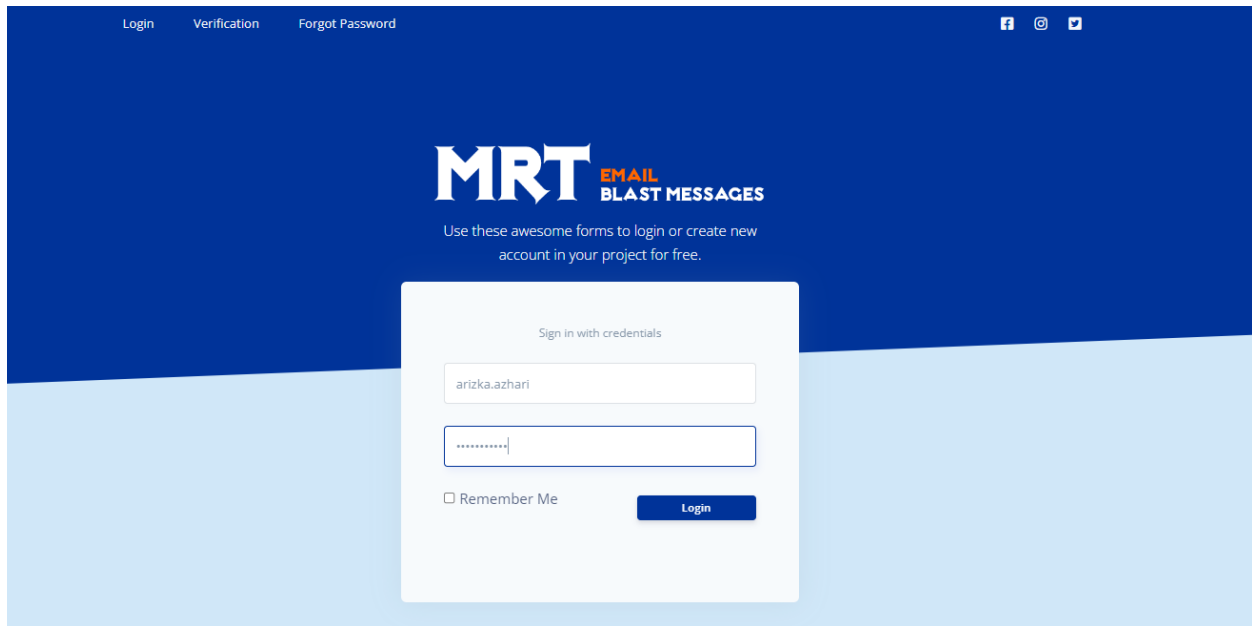


1.5 Comment on Twitter, Instagram, Facebook

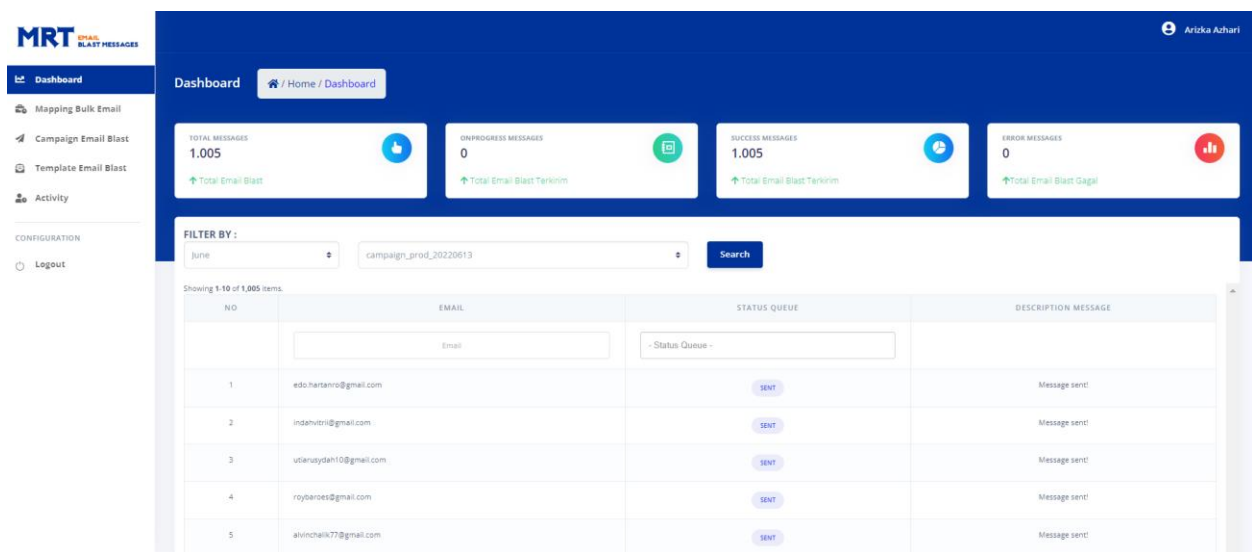


1.6 Feature Ticket Escalation

Handwritten signature or mark.

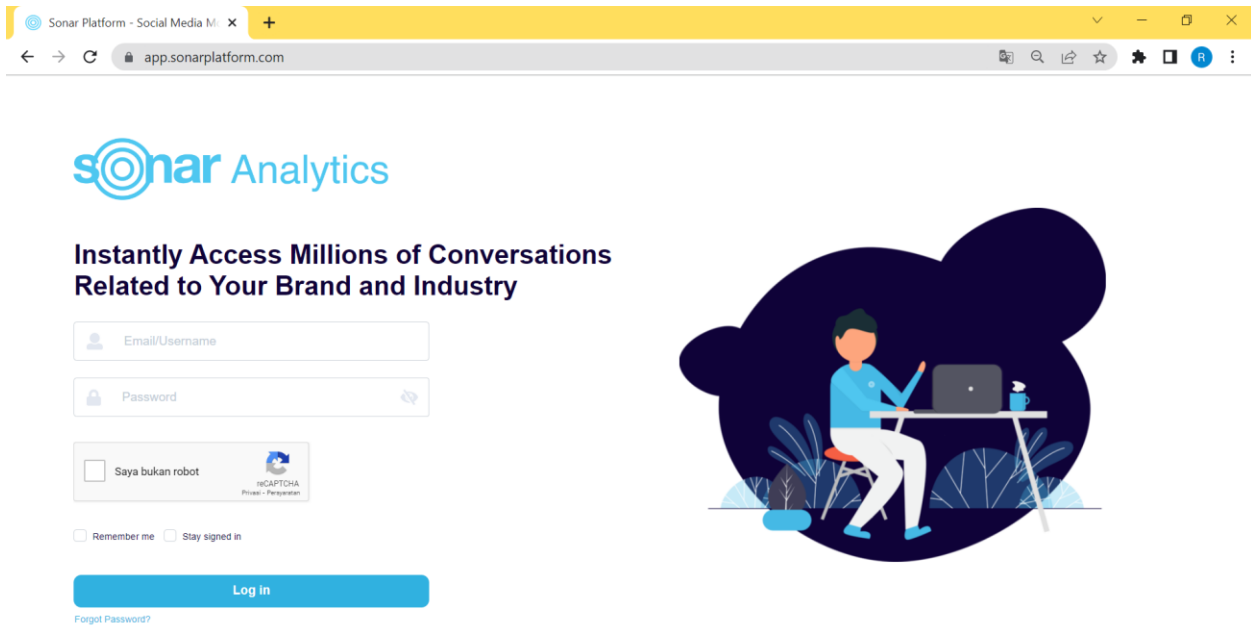


1.7 Feature Email Blast Login

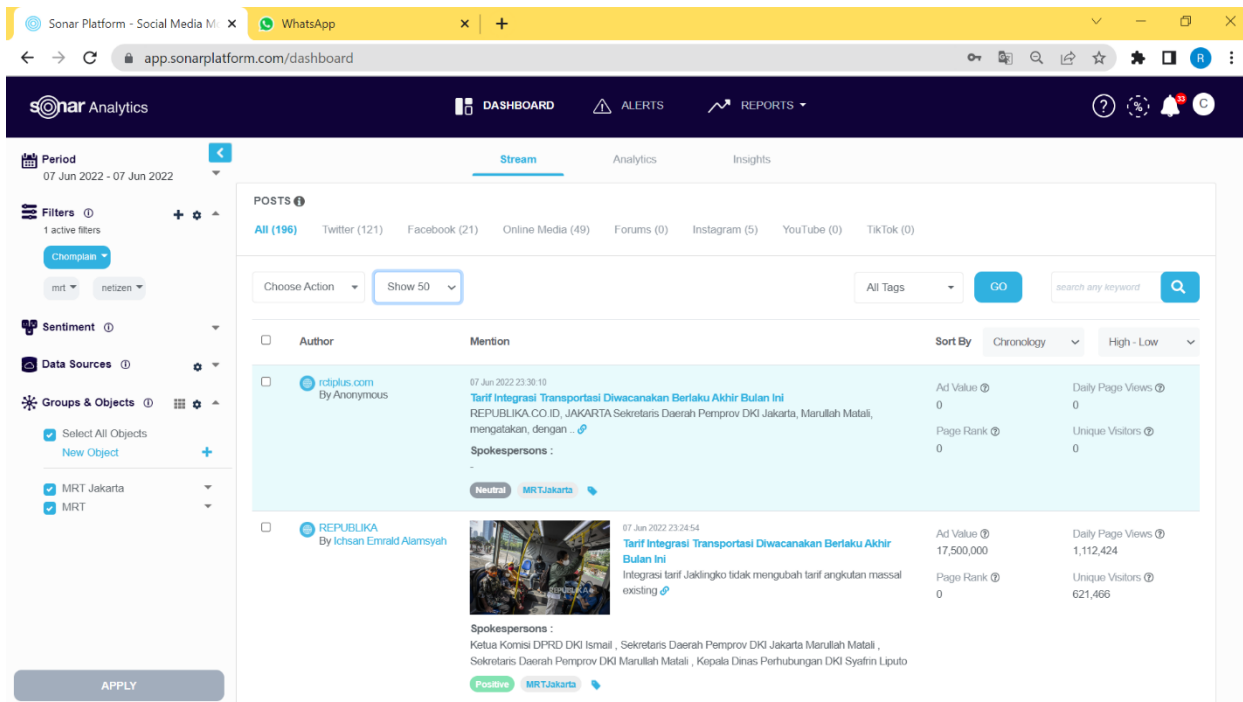


1.8 Feature Email Blast Template

## 2. Infrastructure CRM System Digitals Listening Tools

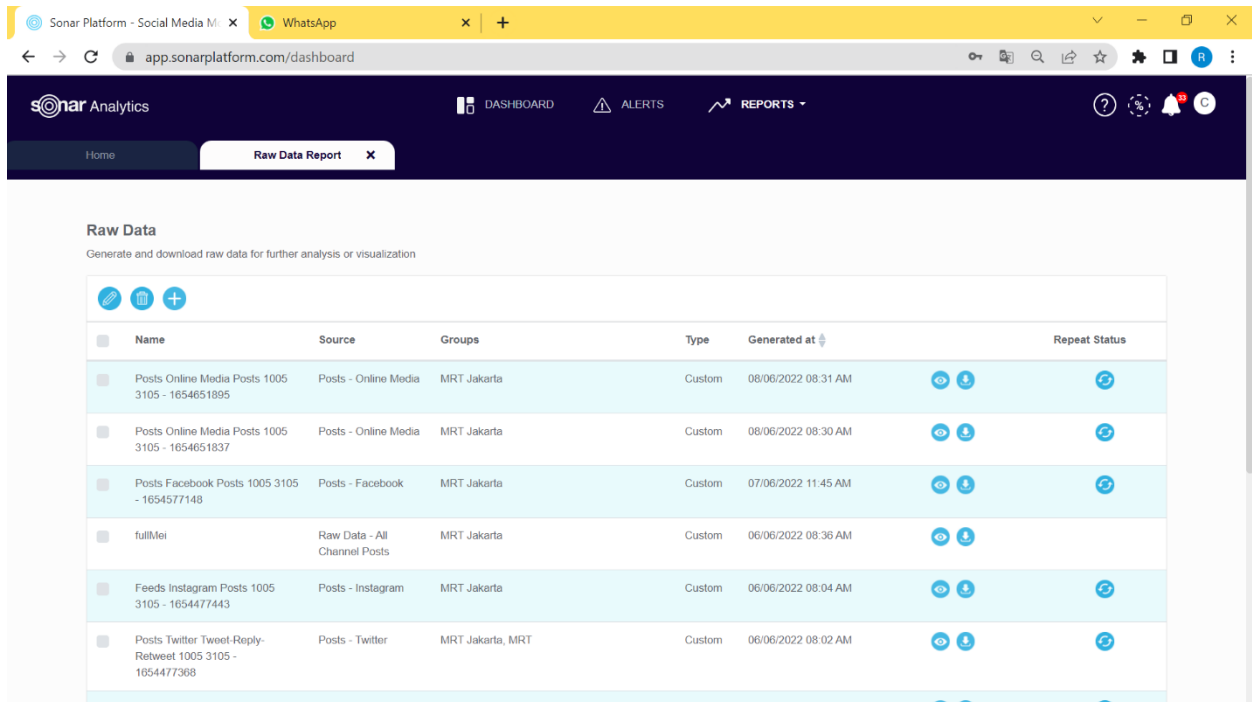


### 2.1 Login Application Sonar for Digital Listening Tools



### 2.2 Dashboard Stream, Analytics and Insights

Handwritten signature or mark.



**Raw Data**  
Generate and download raw data for further analysis or visualization

Name	Source	Groups	Type	Generated at	Repeat Status
Posts Online Media Posts 1005 3105 - 1654651895	Posts - Online Media	MRT Jakarta	Custom	08/06/2022 08:31 AM	👁️ ⬇️ 🔁
Posts Online Media Posts 1005 3105 - 1654651837	Posts - Online Media	MRT Jakarta	Custom	08/06/2022 08:30 AM	👁️ ⬇️ 🔁
Posts Facebook Posts 1005 3105 - 1654577148	Posts - Facebook	MRT Jakarta	Custom	07/06/2022 11:45 AM	👁️ ⬇️ 🔁
fullMei	Raw Data - All Channel Posts	MRT Jakarta	Custom	06/06/2022 08:36 AM	👁️ ⬇️
Feeds Instagram Posts 1005 3105 - 1654477443	Posts - Instagram	MRT Jakarta	Custom	06/06/2022 08:04 AM	👁️ ⬇️ 🔁
Posts Twitter Tweet-Reply-Retweet 1005 3105 - 1654477368	Posts - Twitter	MRT Jakarta, MRT	Custom	06/06/2022 08:02 AM	👁️ ⬇️ 🔁

*2.3 Report Menu for Convert Data to Excel*

3. Perangkat Kerja seperti PC/Laptop SDM di Layanan Non Voice

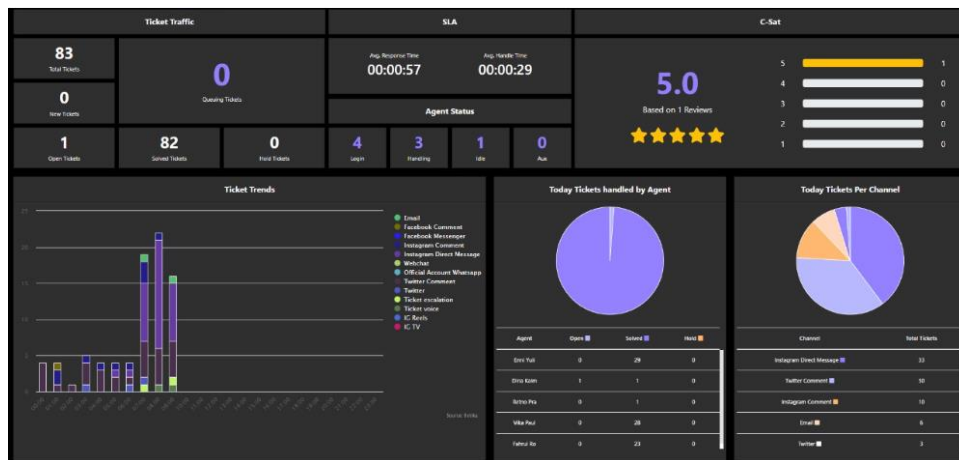


Handwritten signature or initials.

4. Lokasi Kerja dan Ruangannya termasuk kursi dan meja di Layanan Non Voice



5. Menyediakan Wallboard Monitoring



**B. CRM System Availability**

1. IT Support Respond Time  
Telah dilakukan respond time pada system kurang dari 15 menit.
2. IT Support Troubleshoot Time  
Telah dilakukan trouble shoot time pada system kurang dari 120 menit.



### C. Operational Report

#### 1. Schedule Managing Capacity 24/7 periode September 2022

NAME	EMPLOYEE ID	Thu 01-Sep	Fri 02-Sep	Sat 03-Sep	Sun 04-Sep	Mon 05-Sep	Tue 06-Sep	Wed 07-Sep	Thu 08-Sep	Fri 09-Sep	Sat 10-Sep	Sun 11-Sep	Mon 12-Sep	Tue 13-Sep	Wed 14-Sep	Thu 15-Sep	Fri 16-Sep	Sat 17-Sep	Sun 18-Sep	Mon 19-Sep	Tue 20-Sep	Wed 21-Sep	Thu 22-Sep	Fri 23-Sep	Sat 24-Sep	Sun 25-Sep	Mon 26-Sep	Tue 27-Sep	Wed 28-Sep	Thu 29-Sep	Fri 30-Sep	
Vika Paula Devita	41393	OFF	6	6	6	6	13	AL	AL	OFF	6	OFF	7	7	OFF	6	6	OFF	6	13	13	OFF	OFF	7	7	6	OFF	6	6	10	OFF	
Fahrul Roji	41384	OFF	OFF	13	15	15	15	13	AL	OFF	OFF	22	22	22	OFF	15	15	OFF	OFF	OFF	AL	13	15	13	15	15	15	15	OFF	OFF	10	
Yudistira Fajar Setiawan	41395	22	22	22	22	OFF	OFF	15	15	15	22	22	OFF	OFF	15	15	22	22	22	OFF	OFF	15	15	15	15	22	OFF	OFF	15	15	15	
Indah homayentf	41396	AL	AL	AL	AL	AL	AL	AL	AL	AL	AL	AL	AL	AL	AL	AL	AL	AL	AL	AL	AL	AL	AL	AL	AL	AL	AL	AL	AL	AL	AL	
Larasati Ayueninglas	29163	8	8	8	OFF	8	OFF	8	7	7	OFF	7	8	13	OFF	7	7	7	OFF	OFF	7	13	OFF	6	6	13	13	OFF	OFF	7	7	
Retno Wulandari	41397	6	OFF	OFF	7	7	6	6	13	OFF	6	6	6	10	OFF	13	OFF	13	OFF	6	6	6	6	6	OFF	OFF	6	7	7	6	6	
Erni Yuliani	41398	13	AL	OFF	OFF	10	8	6	OFF	OFF	7	6	10	10	7	OFF	OFF	6	7	7	OFF	7	7	13	OFF	7	7	13	13	OFF	OFF	
Ruffy Andreas	41340	OFF	13	15	15	15	22	OFF	OFF	13	15	15	15	OFF	10	15	13	OFF	13	15	15	22	OFF	OFF	AL	AL	22	22	OFF	15	15	
Danu Harjito	41513	15	15	OFF	10	22	OFF	22	22	22	OFF	13	15	15	22	OFF	OFF	15	22	22	OFF	22	22	OFF	AL	AL	22	22	22	22	22	
Artika Adhri	31079	8	8	OFF	OFF	8	8	8	8	8	OFF	OFF	8	8	8	AL	AL	OFF	OFF	8	8	8	8	8	OFF	OFF	8	8	8	8	8	8
Aminia Amalia	41392	8	8	OFF	OFF	8	8	8	8	8	OFF	OFF	8	8	8	8	8	OFF	OFF	8	8	8	8	8	8	OFF	OFF	8	8	8	8	8
Ryan Handani	41341	8	8	OFF	OFF	8	8	8	8	8	OFF	OFF	8	8	8	8	8	RESIGNED	RESIGNED	RESIGNED	RESIGNED	RESIGNED	RESIGNED	RESIGNED	RESIGNED	RESIGNED	RESIGNED	RESIGNED	RESIGNED	RESIGNED	RESIGNED	
Ruth BR Pasaribu	42682					8	8	8	8	8	OFF	OFF	8	8	8	8	8	8	8	8	8	8	8	8	OFF	OFF	8	8	8	8	8	8

#### 2. Reporting Omni-Channels Platform & Digital Listening Tools

Summary Reporting

CSV Excel CSV [Download Chat Logs](#)

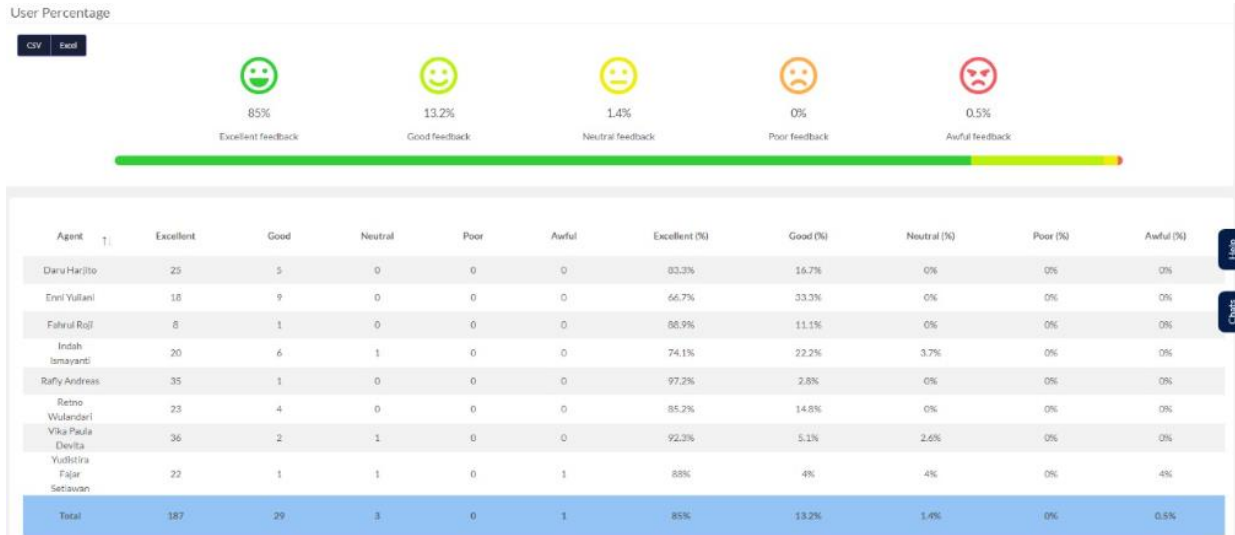
Ticket	Date	User	Handling	Subject	Channel	Source	Tags	Mi
11381	2022-06-09 08:36:30	kirstieimelda	Retno Wulandari	17980178176531167	Instagram Comment	mrtjkt		
11380	2022-06-09 08:36:00	hafizzz_85	Retno Wulandari	17980178176531167	Instagram Comment	mrtjkt		
11379	2022-06-09 08:29:33	endangkalla	Retno Wulandari	17980178176531167	Instagram Comment	mrtjkt		
11378	2022-06-09 08:29:21	welnsayow	Retno Wulandari		Instagram Direct Message	mrtjkt		
11377	2022-06-09 08:27:57	littlebeasty9901	Retno Wulandari		Instagram Direct Message	mrtjkt		
11376	2022-06-09 08:27:33	mamamute.official	Retno Wulandari		Instagram Direct Message	mrtjkt		
11375	2022-06-09 08:26:28	dannigiovani	Retno Wulandari		Instagram Direct Message	mrtjkt		
11374	2022-06-09 08:25:52	DanaYudhistira	Retno Wulandari	1534707023425589248	Twitter Comment	mrtjakarta		
11373	2022-06-09 08:25:39	linililandc	Retno Wulandari	17980178176531167	Instagram Comment	mrtjkt		

#### 3. Respond Time Contact Center Non Voice

CSV Excel CSV [Download Chat Logs](#)

Status	Priority	First Response Time	First Agent Response Time	Handling/Resolution Time	Hold Ticket Time	SLA In/SLA Out	Other Info
New		00:00:00	00:00:00	00:00:00	00:00:00	In	
New		00:00:00	00:00:00	00:00:00	00:00:00	In	
Solved		00:03:11	00:00:00	00:00:00	00:00:00	Out	
Solved		00:01:30	00:00:00	00:00:00	00:00:00	In	
Solved		00:01:38	00:00:00	00:00:00	00:00:00	In	
Solved		00:02:43	00:00:00	00:00:00	00:00:00	In	
Solved		00:01:54	00:00:00	00:00:00	00:00:00	In	
Solved		00:01:36	00:00:00	00:00:00	00:00:00	In	
Solved		00:00:55	00:00:00	00:00:00	00:00:00	In	
Solved		00:04:30	00:00:00	00:00:00	00:00:00	Out	

#### 4. Quality of Agent



#### 5. Pencapaian Zero Fraud No Zero Fraud

#### 6. Lampiran CV Agent dan Support Team

<https://drive.google.com/drive/folders/1wrkUQeVE2rqDo-DtoOVa5I0MXQ5C5pzzr?usp=sharing>

#### 7. Nama Agent & Support

No	NAME	TITLE
1	Annisa Amalia	QA Transportasi
2	Vika Paula Devita	Agent Sosmed Transportasi
3	Fahrul Roji	Agent Sosmed Transportasi
4	Yudistira Fajar Setiawan	Agent Sosmed Transportasi
5	Indah Ismayanti	Agent Sosmed Transportasi
6	Retno Wulandari	Agent Sosmed Transportasi
7	Enni Yuliani	Agent Sosmed Transportasi
8	Daru Harjito	Agent Sosmed Transportasi
9	Rafly Andreas	Agent Sosmed Transportasi
10	Larasati Ayuningtias	Agent Sosmed Transportasi (Back Up Indah)
11	Arizka Azhari	TL Transportasi
12	Ryan Handani	CDA Transportasi (Resign 15 September)
13	Ruth BR Pasaribu	CDA Transportasi

