



MANUAL MUTU
CONTACT CENTER PEGADAIAN

LAMPIRAN I
BISNIS PROSES

Kode Dok	PGDN.MM-LAMP-01
Revisi	01
Tgl Efektif	22 Juni 2023
Hal	1 dari 1

BISNIS PROSES Level 0 – Layanan CC Pegadaian

Kode Dokumen :

PGDN.MM-LAMP-01

Rev :

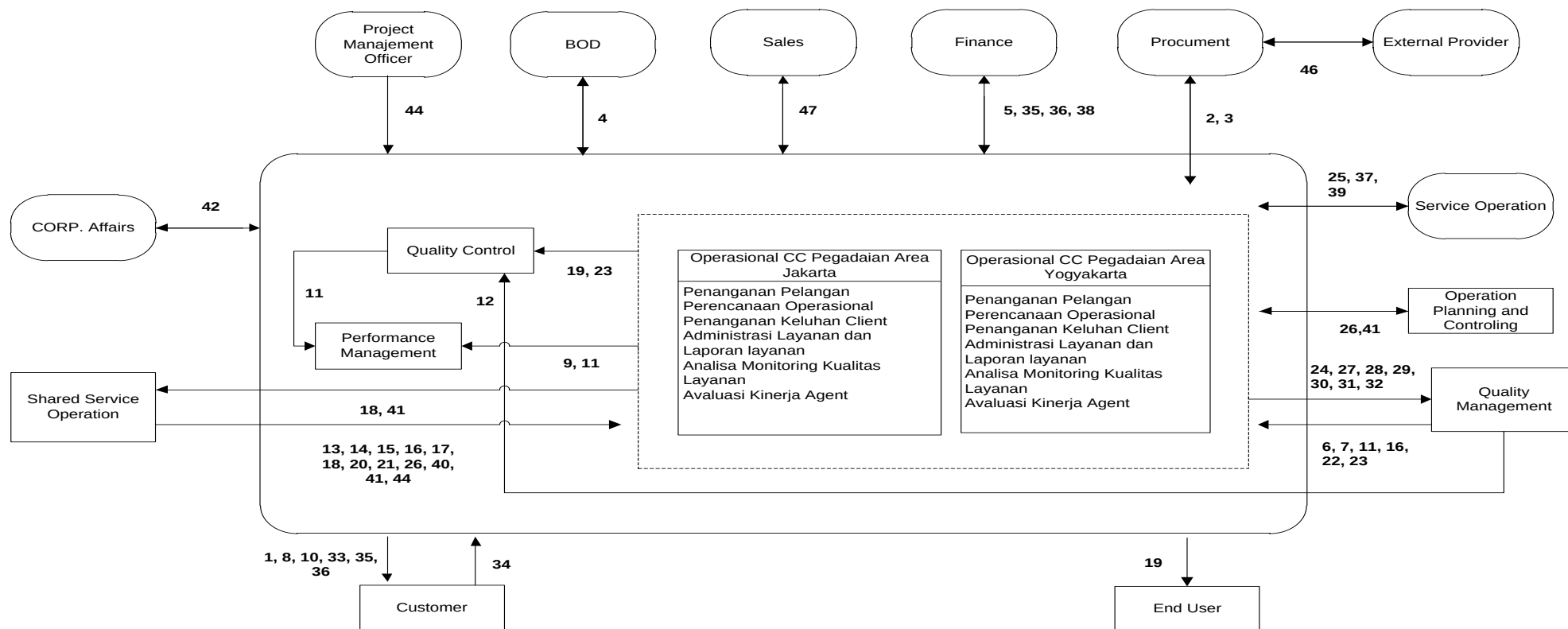
01

Tanggal Berlaku :

22 Juni 2023

Disetujui Oleh :

Kepala Divisi Jaringan & Operasional



Keterangan :

1 = Komplain
2 = Permintaan Pengadaan Barang & Jasa
3 = Realisasi Serah Terima
4 = Laporan Operasional
5 = B A P P
6 = Laporan KPI
7 = Permintaan Capacity Plan
8 = Update Trouble Ticket
9 = BA Serah Terima Operasional
10 = Penanganan Keluhan Pelanggan:
Trouble Ticket

11 = Laporan Evaluasi dan Analisa
12 = Rekomendasi Perbaikan
13 = Aspek Analisa SDM
14 = Training
15 = Mutasi
16 = Laporan Penyelesaian FP
17 = Kontrak Kerja
18 = Laporan Coaching, Conseling,
Pelanggaran
19 = Call / Interaksi
20 = Kinerja Agent
21 = Tunjangan Prestasi

22 = Pengajuan FP
23 = Laporan Tapping
24 = Mystery Calling
25 = Serah Terima System CC
26 = Replacement SDM
27 = Koordinasi Pelaksanaan AMI
28 = Pengelolaan SMM
29 = Assesment Bispro
30 = Tindak Lanjut Temuan / Informasi Bispro
dan atau informasi Sistem Prosedur
31 = Support Data Audit
32 = Laporan Hasil Audit

33 = Berita Acara Operasional
34 = Persetujuan Berita Acara Operasional
35 = Voice
36 = Collection
37 = Development
38 = Anggaran
39 = IT Application
40 = Rekrutmen, Development
41 = HR Performance, Mgt. System
42 = Aktivitas Promosi, Legal advisory
43 = Audit Non / Finance
44 = B A S T

45 = Skema Bisnis