



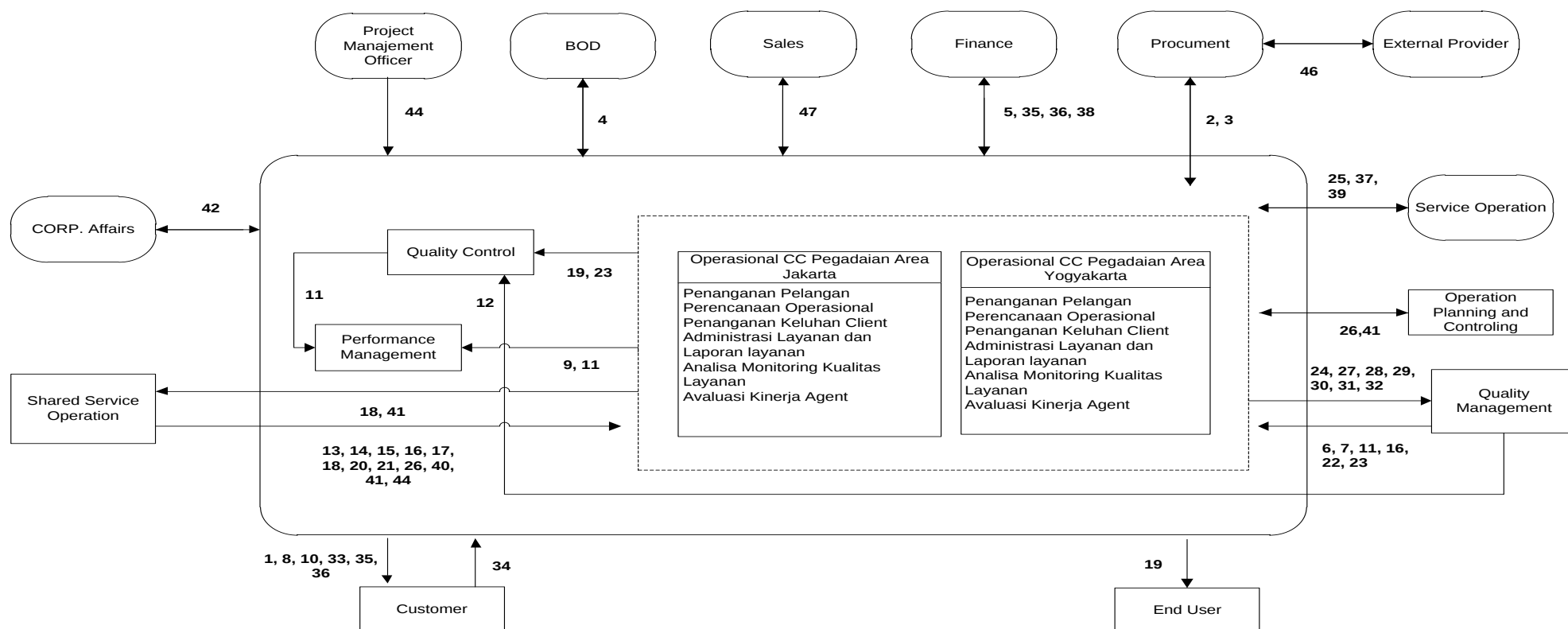
MANUAL MUTU
CONTACT CENTER PEGADAIAN

LAMPIRAN I
BISNIS PROSES

Kode Dok	PGDN.MM-LAMP-01
Revisi	02
Tgl Efektif	25 September 2025
Hal	1 dari 1

BISNIS PROSES Level 0 – Layanan CC Pegadaian

Kode Dokumen :	Rev :	Tanggal Berlaku :	Disetujui Oleh :
PGDN.MM-LAMP-01	01	22 Juni 2023	Kepala Divisi Jaringan & Operasional



Keterangan :	11 = Laporan Evaluasi dan Analisa	22 = Pengajuan FP	33 = Berita Acara Operasional	45 = Skema Bisnis
1 = Komplain	12 = Rekomendasi Perbaikan	23 = Laporan Tapping	34 = Persetujuan Berita Acara Operasional	
2 = Permintaan Pengadaan Barang & Jasa	13 = Aspek Analisa SDM	24 = Mystery Calling	35 = Voice	
3 = Realisasi Serah Terima	14 = Training	25 = Serah Terima System CC	36 = Collection	
4 = Laporan Operasional	15 = Mutasi	26 = Replacement SDM	37 = Development	
5 = B A P P	16 = Laporan Penyelesaian FP	27 = Koordinasi Pelaksanaan AMI	38 = Anggaran	
6 = Laporan KPI	17 = Kontrak Kerja	28 = Pengelolaan SMM	39 = IT Application	
7 = Permintaan Capacity Plan	18 = Laporan Coaching, Conseling, Pelanggaran	29 = Assesment Bispro	40 = Rekrutmen, Development	
8 = Update Trouble Ticket	19 = Call / Interaksi	30 = Tindak Lanjut Temuan / Informasi Bispro dan atau informasi Sistem Prosedur	41 = HR Performance, Mgt. System	
9 = BA Serah Terima Operasional	20 = Kinerja Agent	31 = Support Data Audit	42 = Aktivitas Promosi, Legal advisory	
10 = Penanganan Keluhan Pelanggan: Trouble Ticket	21 = Tunjangan Prestasi	32 = Laporan Hasil Audit	43 = Audit Non / Finance	
			44 = B A S T	