



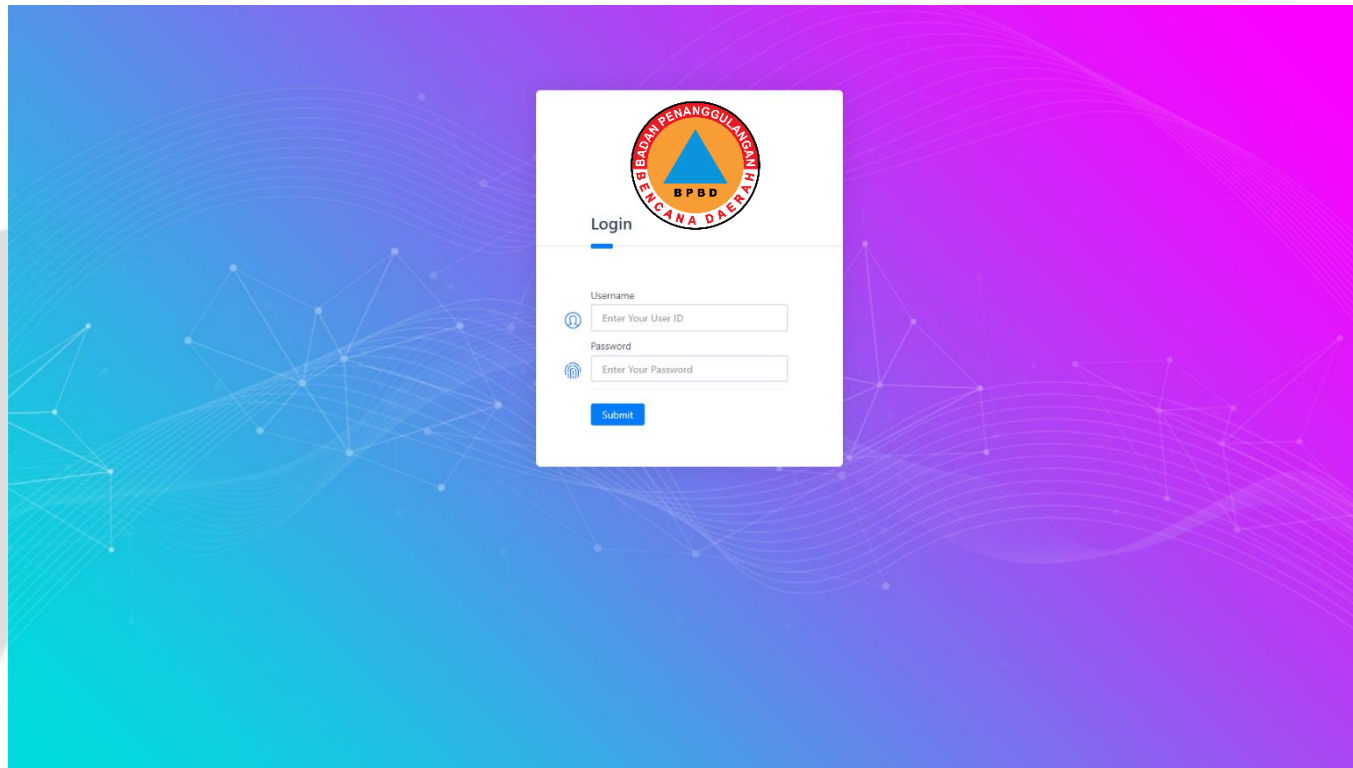
for
Agent



Prologue..

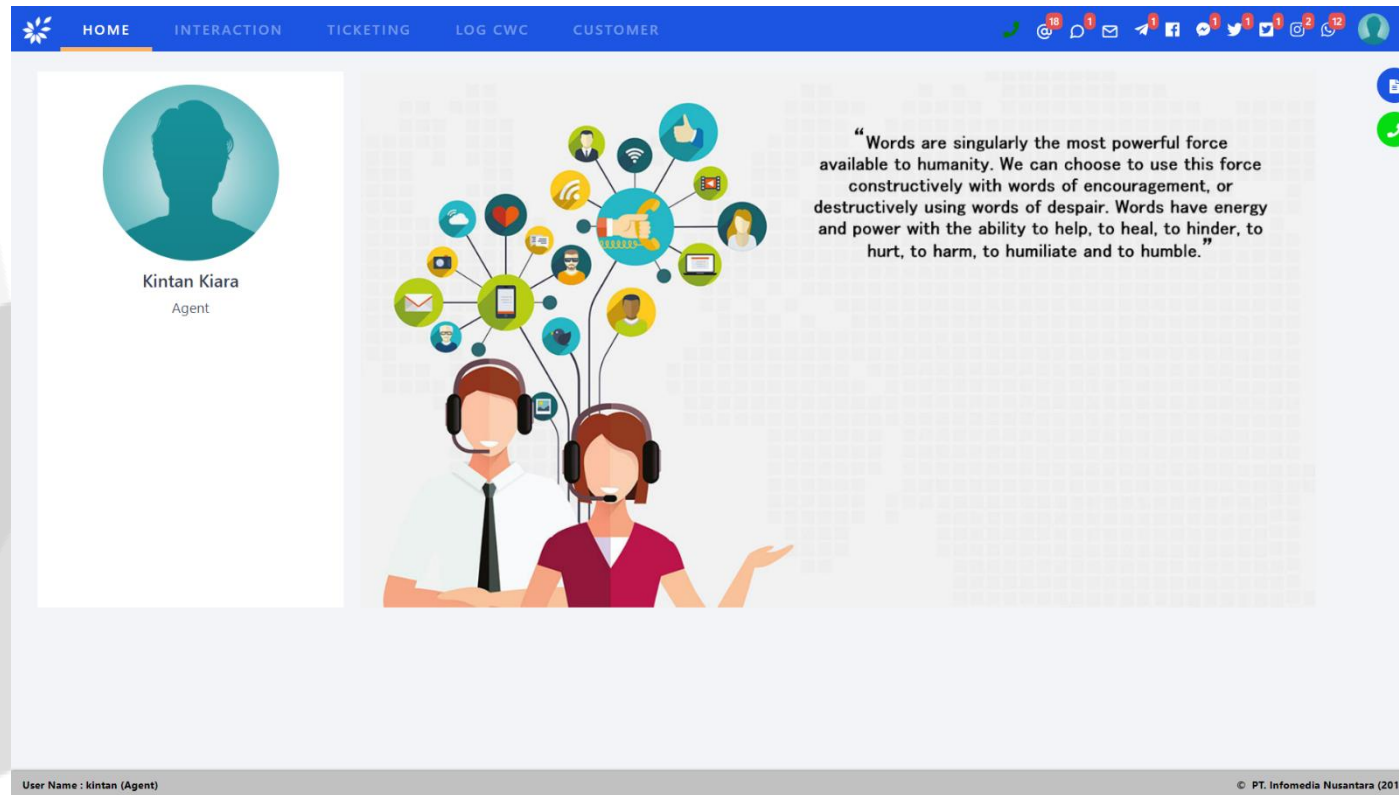
Cara Penggunaan?

1. Buka Aplikasi pada Web Browser anda
2. Login sesuai user yang diberikan



Cara Penggunaan?

3. Jika login sukses, akan tampil halaman Home

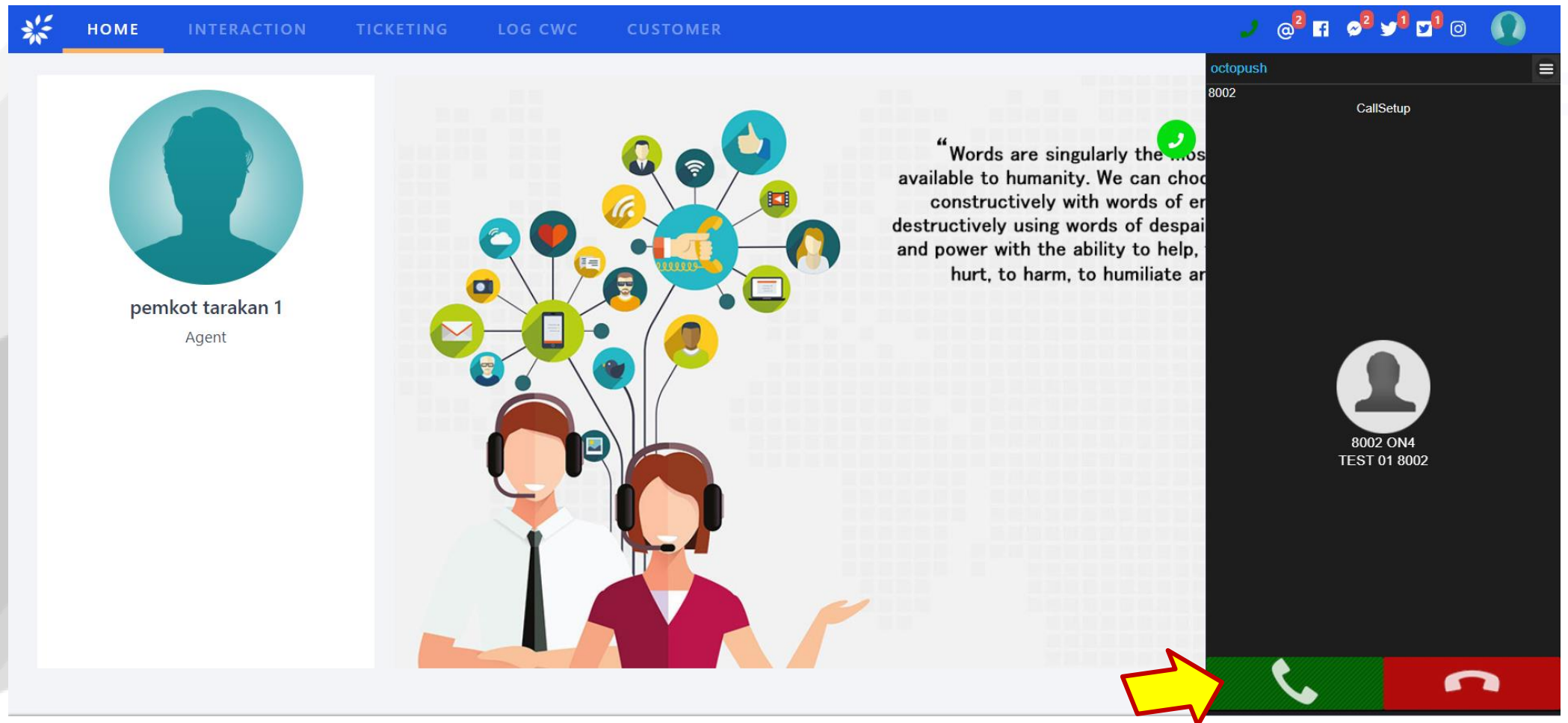




Voice
channel

Cara Penanganan

1. Saat ada telepon masuk, otomatis akan terpopup tampilan seperti di bawah ini
2. Klik tombol “hijau” untuk menerima call

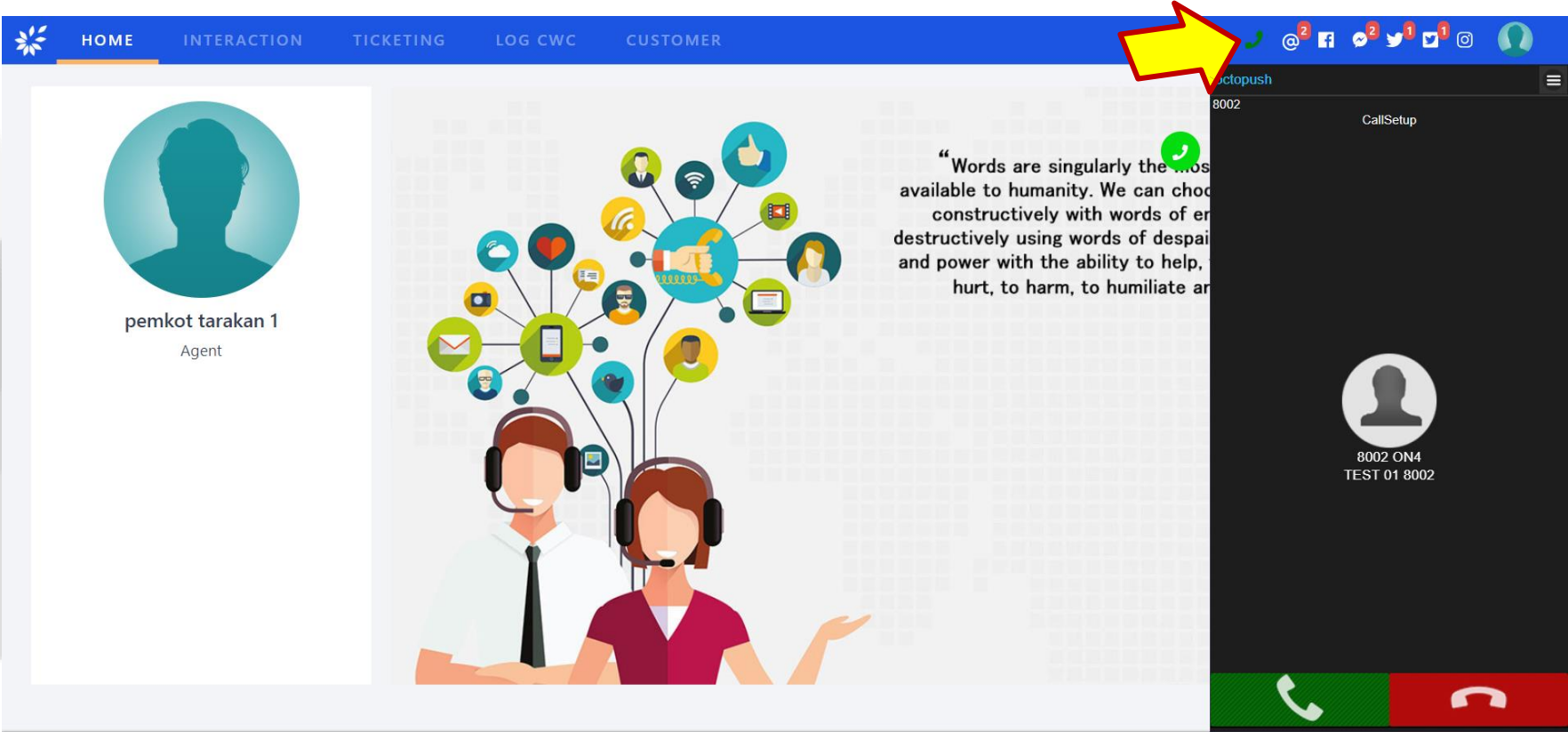


Cara Penanganan

Noted

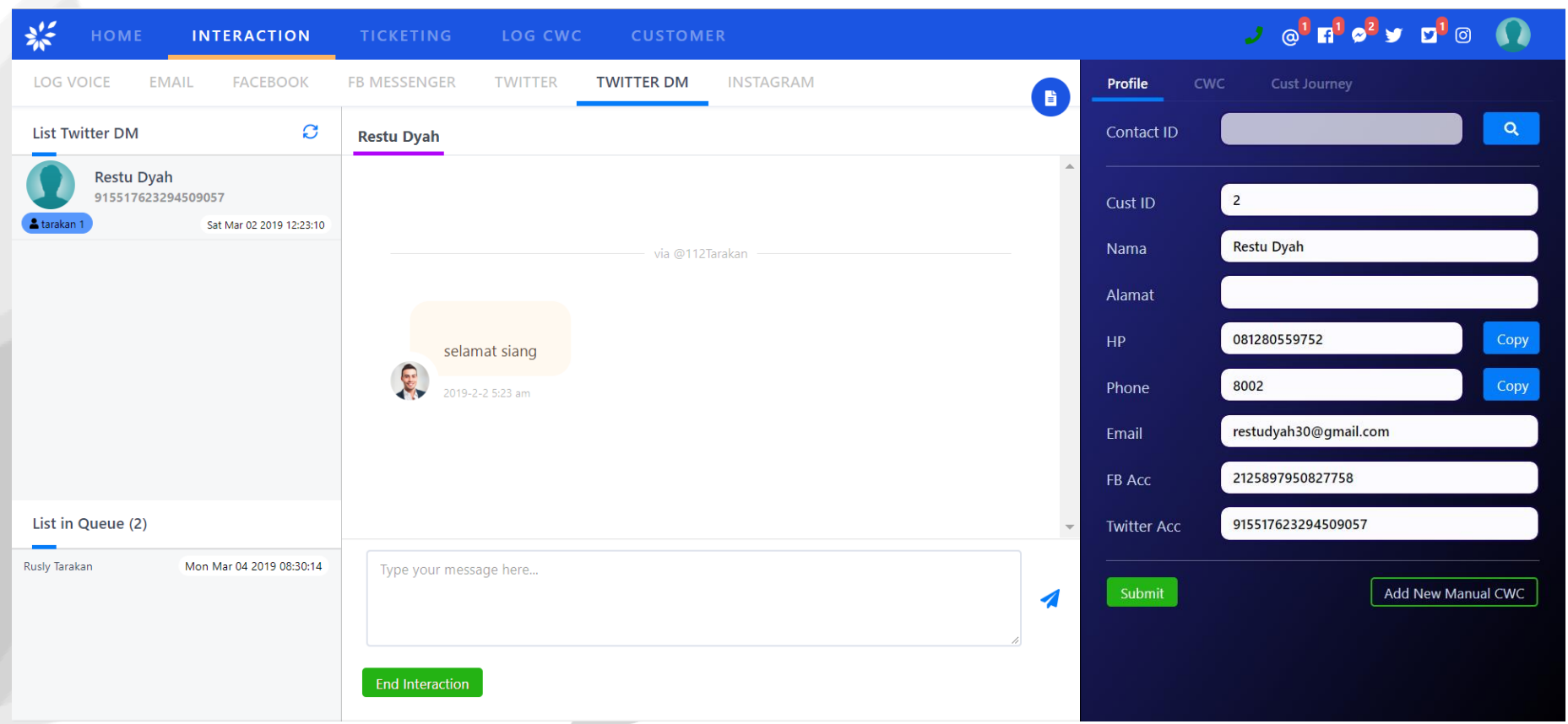
Untuk voice, ketika sudah klik answer lalu klik tombol  untuk menghold telepon yg masuk sampai symbol berubah warna menjadi merah 

Supaya ketika cwc belum ke submit tidak merefresh dan mengganti dengan data telpon yang baru masuk



Cara Penanganan

4. Jika customer telah menghubungi channel lain, klik tombol  pada gambar dibawah ini untuk merge data profile customer.



The screenshot displays a customer service interface with a blue header and navigation tabs. The main area is divided into a chat window on the left and a customer profile panel on the right.

Chat Window:

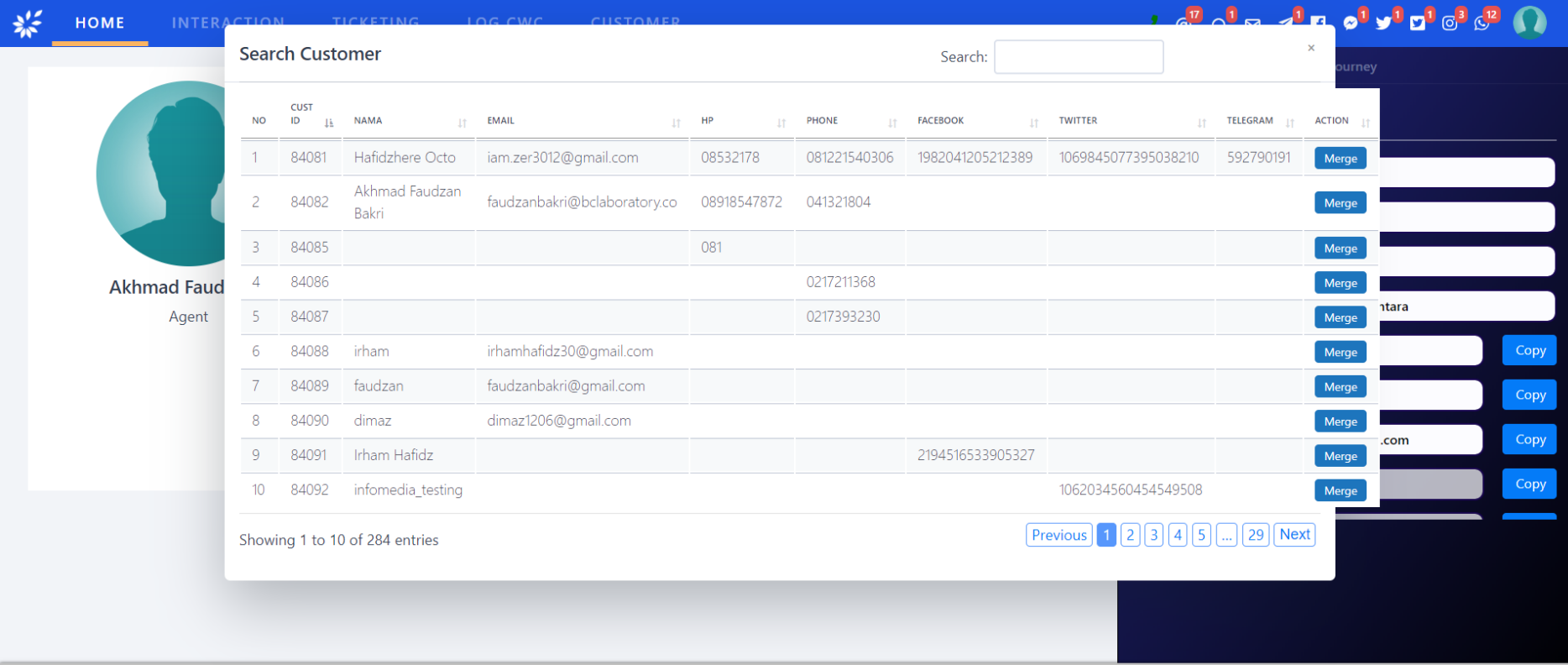
- Header: **List Twitter DM** with a refresh icon.
- Customer: **Restu Dyah**, ID: 915517623294509057.
- Message: "selamat siang" (received via @112Tarakan on 2019-2-2 5:23 am).
- Input field: "Type your message here...".
- Button: **End Interaction**.

Customer Profile Panel:

- Section: **Profile** (with sub-sections CWC and Cust Journey).
- Fields: Contact ID, Cust ID (2), Nama (Restu Dyah), Alamat, HP (081280559752), Phone (8002), Email (restudyah30@gmail.com), FB Acc (2125897950827758), Twitter Acc (915517623294509057).
- Buttons: **Submit** and **Add New Manual CWC**.

Cara Penanganan

5. Akan muncul list data customer, klik button **Merge** untuk menggabungkan dari masing-masing channel agar dapat melihat customer journey atau history sebelumnya dari berbagai channel

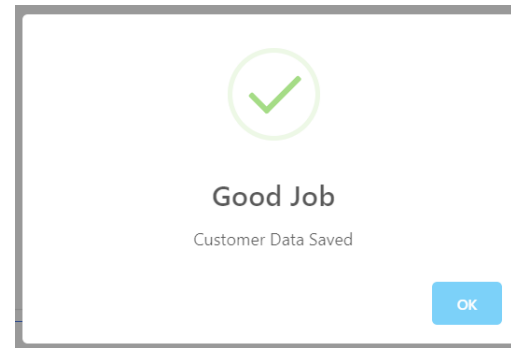


The screenshot displays a web application interface for customer management. A 'Search Customer' modal is open, showing a table with 10 customer entries. Each entry includes a 'Merge' button. The table columns are: NO, CUST ID, NAMA, EMAIL, HP, PHONE, FACEBOOK, TWITTER, TELEGRAM, and ACTION. The background shows a user profile for 'Akhmad Faudzan' and a navigation menu with options like HOME, INTERACTION, TICKETING, LOG C/W, and CUSTOMER. The footer indicates the user is 'fauzan (Agent)' and the system is '© PT. Infomedia Nusantara (2018)'.

NO	CUST ID	NAMA	EMAIL	HP	PHONE	FACEBOOK	TWITTER	TELEGRAM	ACTION
1	84081	Hafidzhere Octo	iam.zer3012@gmail.com	08532178	081221540306	1982041205212389	1069845077395038210	592790191	Merge
2	84082	Akhmad Faudzan Bakri	faudzanbakri@bclaboratory.co	08918547872	041321804				Merge
3	84085			081					Merge
4	84086				0217211368				Merge
5	84087				0217393230				Merge
6	84088	irham	irhamhafidz30@gmail.com						Merge
7	84089	faudzan	faudzanbakri@gmail.com						Merge
8	84090	dimaz	dimaz1206@gmail.com						Merge
9	84091	Irham Hafidz				2194516533905327			Merge
10	84092	infomedia_testing					1062034560454549508		Merge

Cara Penanganan

6. Setelah data sukses tersimpan, akan muncul notifikasi seperti di bawah ini

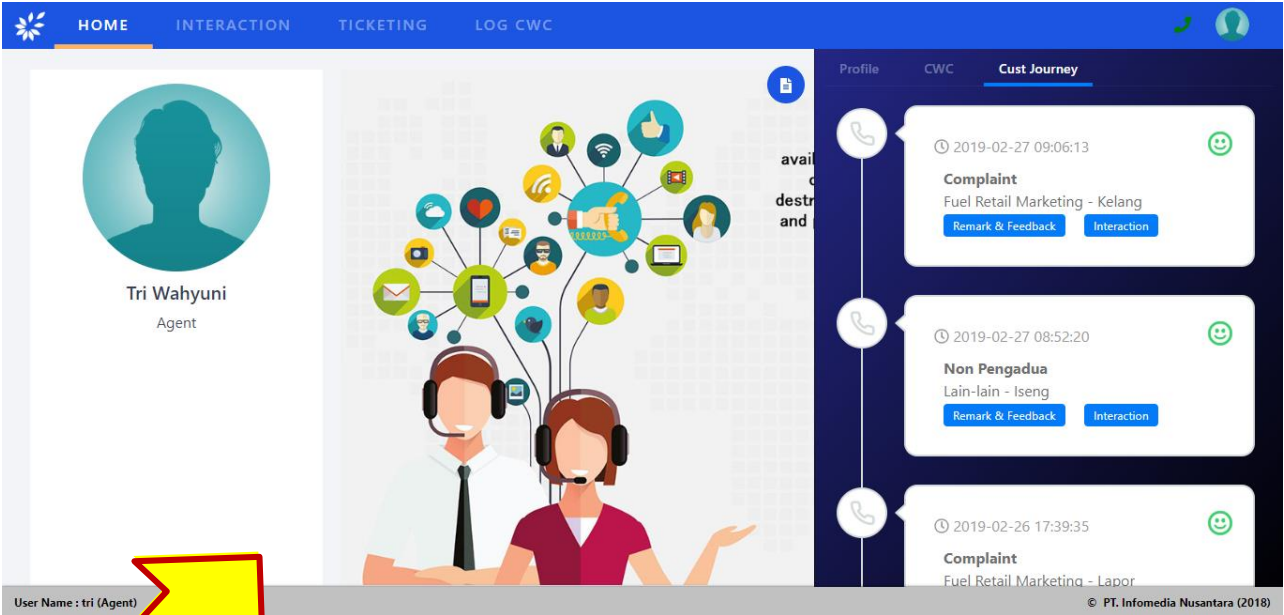
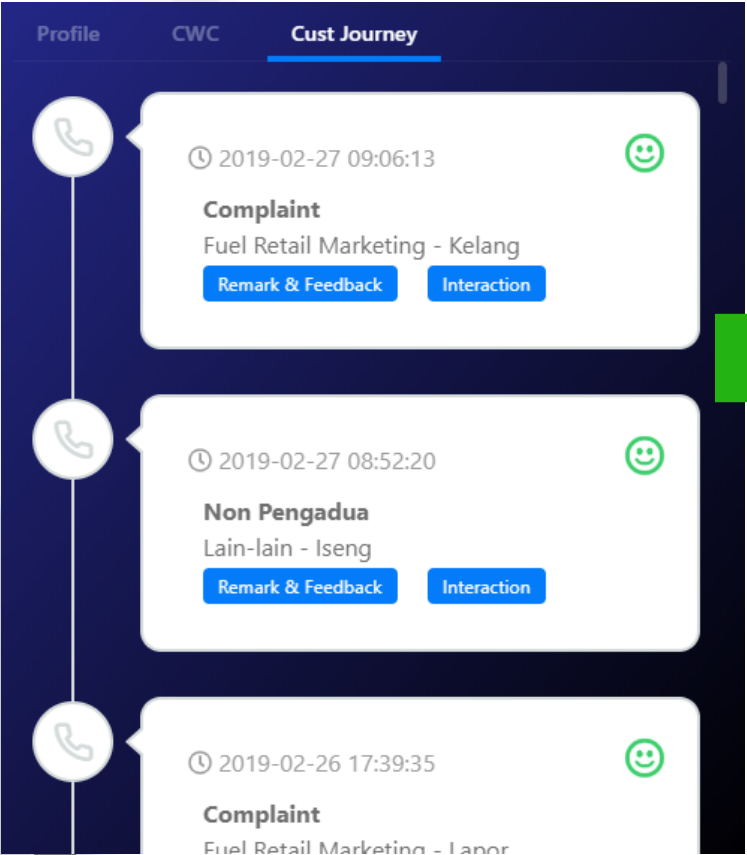


7. Sebelum melanjutkan proses pencatatan (CWC), jika Anda ingin melihat Journey / History customer, klik Cust Journey



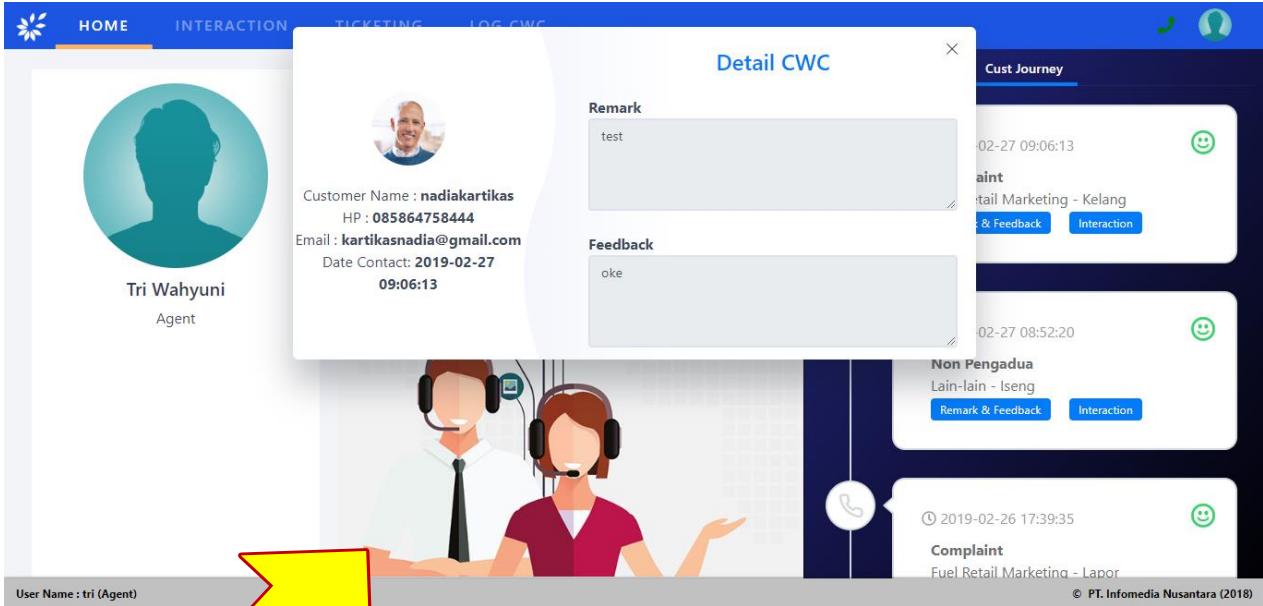
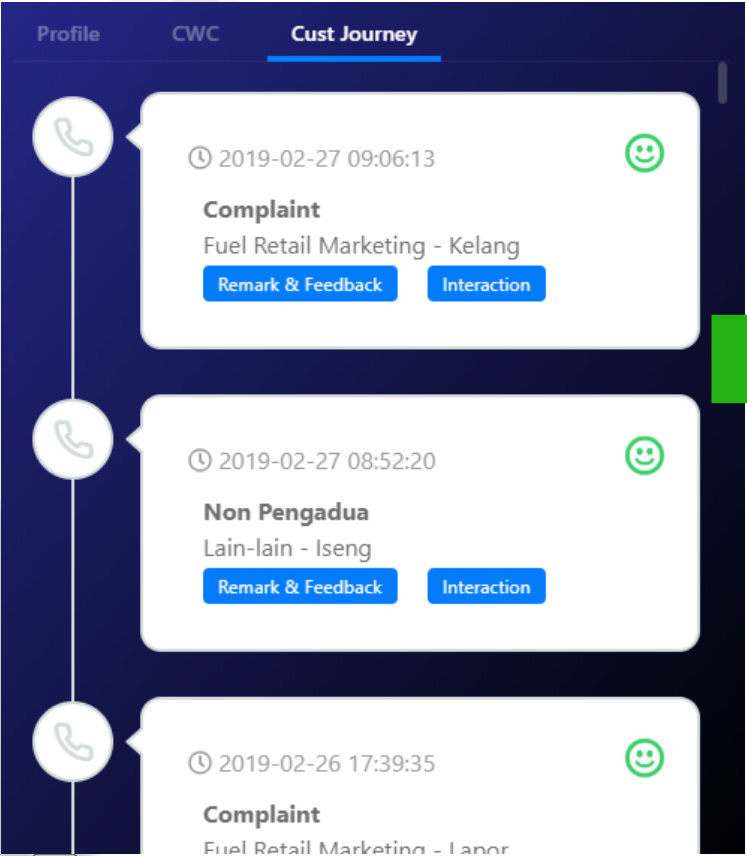
Cara Penanganan

- 8. Akan muncul Tampilan journey seperti di bawah ini
- 9. Klik tombol **Interaction** untuk melihat detail interaksi



Cara Penanganan

10. Klik tombol **Remark & Feedback** untuk melihat detail CWC input dari agent (remark & feedback)

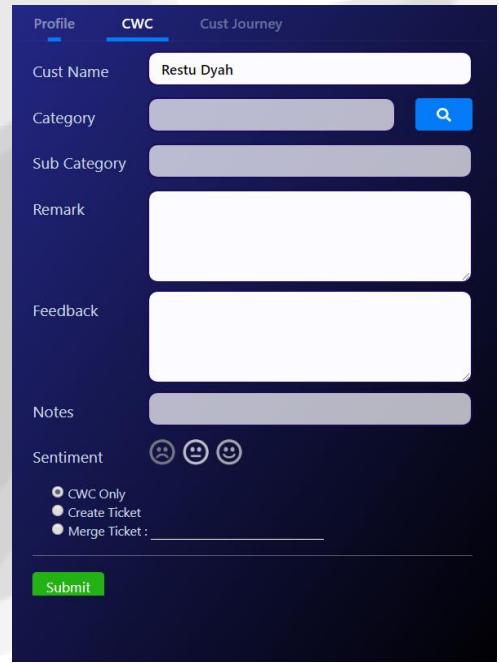


Cara Penanganan

11. Klik CWC untuk memproses laporan dari customer



12. Akan muncul tampilan seperti ini



Cara Penanganan

13. Kategorikan pesan sesuai kebutuhan

Profile CWC Cust Journey

Cust Name Restu Dyah

Category

Sub Category

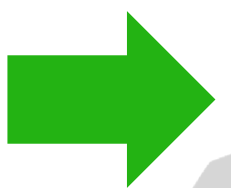
Remark

Feedback

Notes

Sentiment

CWC Only
 Create Ticket
 Merge Ticket : _____



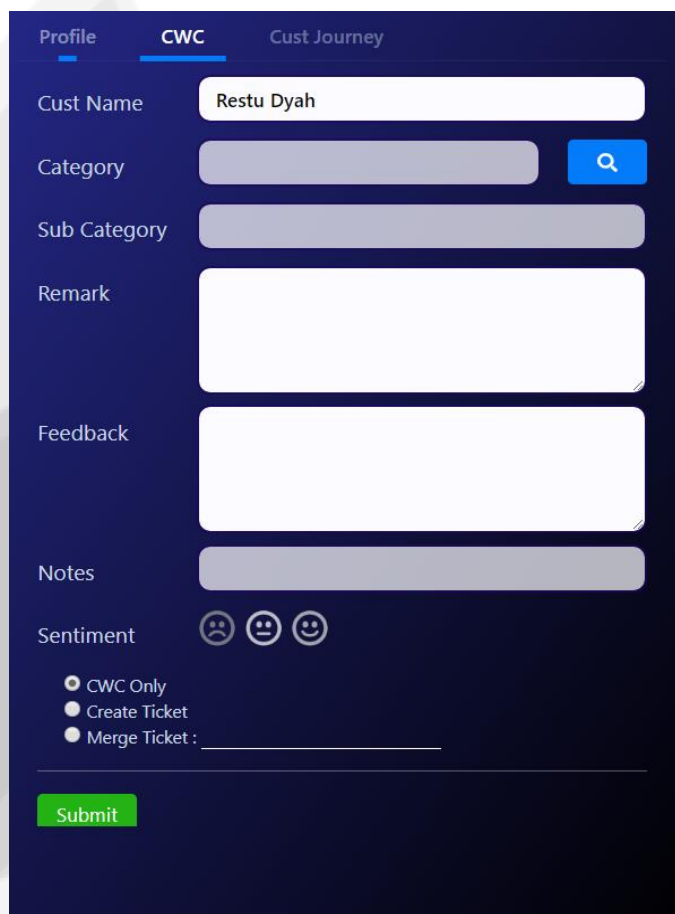
Search Category

NO	CATEGORY	SUB CATEGORY	ACTION
1	Informasi	Cipta Karya-Informasi SKPD Cipta Karya	Select
2	Informasi	Bina Marga-Informasi SKPD Bina Marga	Select
3	Informasi	Disdukcapil-Informasi SKPD Disdukcapil	Select
4	Informasi	DPPKB-Informasi SKPD DPPKB	Select
5	Informasi	BKPSDM-informasi SKPD BKPSDM	Select
6	Informasi	Disporabudpar-Informasi SKPD Disporabudpar	Select
7	Informasi	Disperindag-Informasi SKPD Disperindag	Select
8	Non Pengaduan	Informasi-Lain-lain	Select
9	Non Pengaduan	Telepon Iseng-Telepon Iseng	Select
10	Non Pengaduan	Telepon Terputus-Telepon Terputus	Select

Showing 1 to 10 of 121 entries

Cara Penanganan

14. Isi kotak Remark dengan pesan yang disampaikan oleh customer
15. Isi kotak Feedback dengan uraian rangkuman solusi yang anda sampaikan



Profile **CWC** Cust Journey

Cust Name Restu Dyah

Category

Sub Category

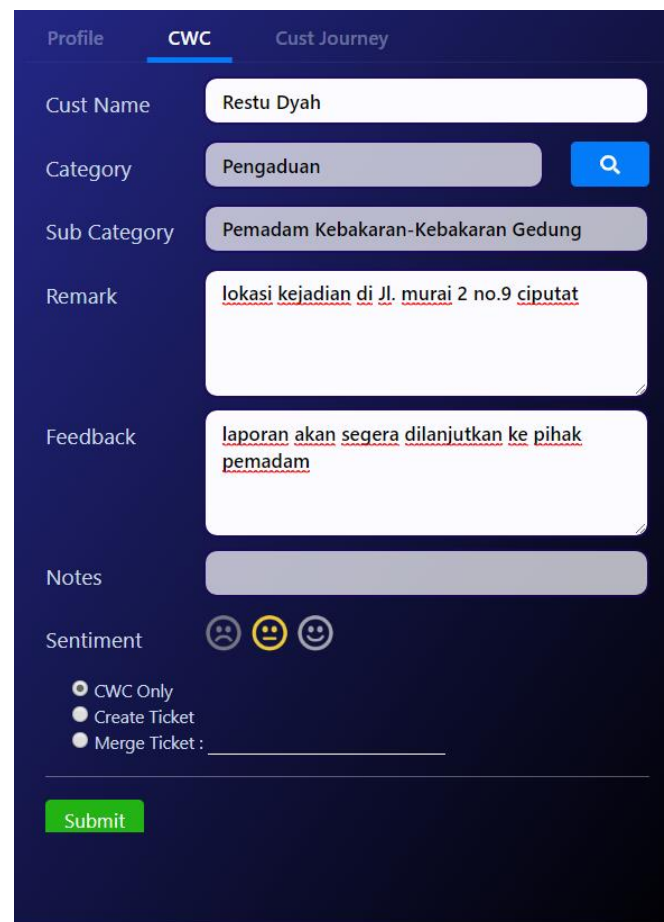
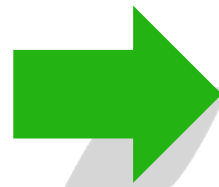
Remark

Feedback

Notes

Sentiment

CWC Only
 Create Ticket
 Merge Ticket : _____



Profile **CWC** Cust Journey

Cust Name Restu Dyah

Category Pengaduan

Sub Category Pemadam Kebakaran-Kebakaran Gedung

Remark lokasi kejadian di Jl. murai 2 no.9 ciputat

Feedback laporan akan segera dilanjutkan ke pihak pemadam

Notes

Sentiment

CWC Only
 Create Ticket
 Merge Ticket : _____

Cara Penanganan

16. Pilih sentiment, kemudian klik tombol 



17. Pilih tombol create ticket, untuk membuat ticket dan dieskalasikan kepada unit yang terkait



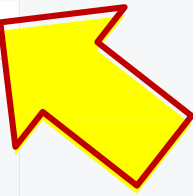
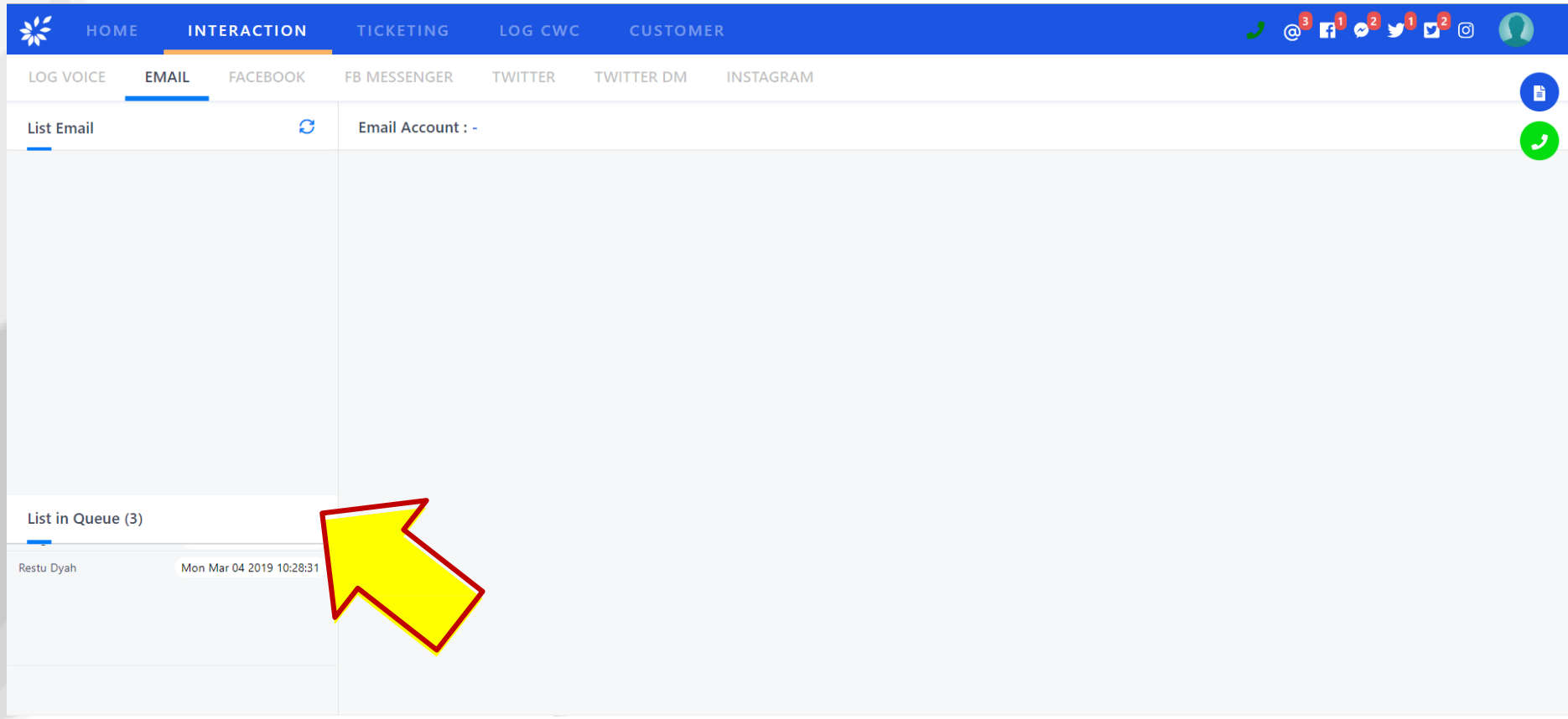


Email

channel

Cara Penanganan

- 1. Klik menu **INTERACTION** kemudian pilih sub menu **EMAIL**
- 2. Akan muncul tampilan seperti ini



Cara Penanganan

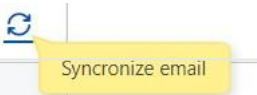
Keterangan:

- List Queue berisi daftar antrian Email / inbox yang harus dipickup oleh agent

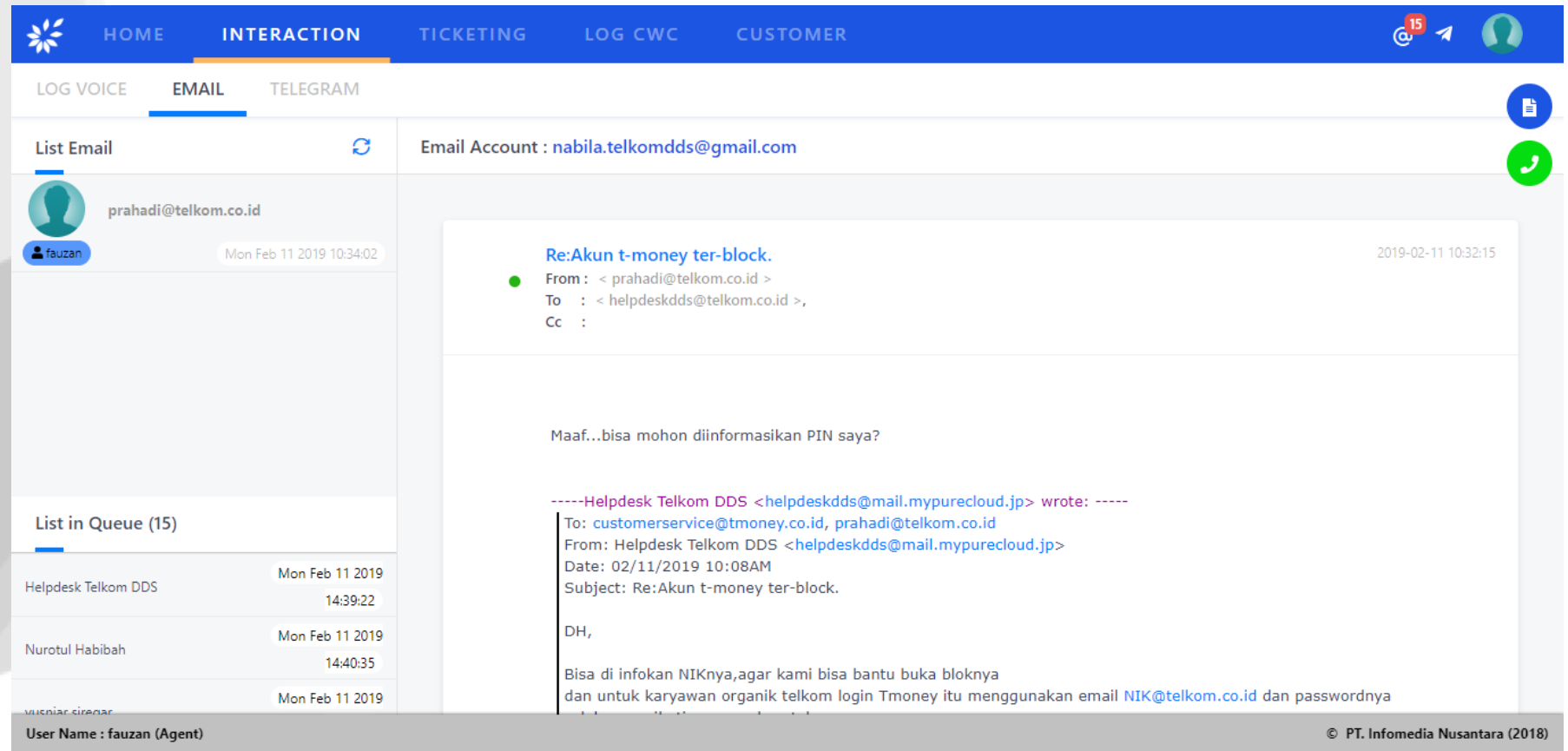
The screenshot shows a CRM interface with a blue header bar containing navigation tabs: HOME, INTERACTION, TICKETING, LOG CWC, and CUSTOMER. Below this is a sub-header with tabs for LOG VOICE, EMAIL, FACEBOOK, FB MESSENGER, TWITTER, TWITTER DM, and INSTAGRAM. The 'EMAIL' tab is selected. The main content area is divided into two columns. The left column has a 'List Email' section with a refresh icon and an 'Email Account : -' field. Below this is a 'List in Queue (3)' section with a table containing one entry: 'Restu Dyah' with a timestamp of 'Mon Mar 04 2019 10:28:31'. A large yellow arrow with a red outline points to this entry. The right column is mostly empty, with a few icons on the right side.

Cara Penanganan

3. Untuk mengambil / pickup pesan, klik tombol 



4. Pesan akan terambil, isi email akan muncul



The screenshot shows a web-based customer service interface. At the top, there is a navigation bar with tabs for HOME, INTERACTION, TICKETING, LOG CWC, and CUSTOMER. Below this, there are sub-tabs for LOG VOICE, EMAIL, and TELEGRAM. The main content area is split into two columns. The left column shows a 'List Email' section with a refresh icon and a list of email accounts, including 'prahadi@telkom.co.id' and 'fauzan'. Below this is a 'List in Queue (15)' section with a table of pending messages. The right column shows the details of an email account 'nabila.telkomdds@gmail.com' and a specific email message. The message header includes 'Re: Akun t-money ter-block.' and the date '2019-02-11 10:32:15'. The body of the email contains a request for a PIN and a forwarded message from 'Helpdesk Telkom DDS'.

From	To	Date
prahadi@telkom.co.id	helpdeskdss@telkom.co.id	2019-02-11 10:34:02

Customer Name	Date	Time
Helpdesk Telkom DDS	Mon Feb 11 2019	14:39:22
Nurotul Habibah	Mon Feb 11 2019	14:40:35
vunniar ciregar	Mon Feb 11 2019	

-----Helpdesk Telkom DDS <helpdeskdss@mail.mypurecloud.jp> wrote: -----
To: customerservice@tmoney.co.id, prahadi@telkom.co.id
From: Helpdesk Telkom DDS <helpdeskdss@mail.mypurecloud.jp>
Date: 02/11/2019 10:08AM
Subject: Re: Akun t-money ter-block.

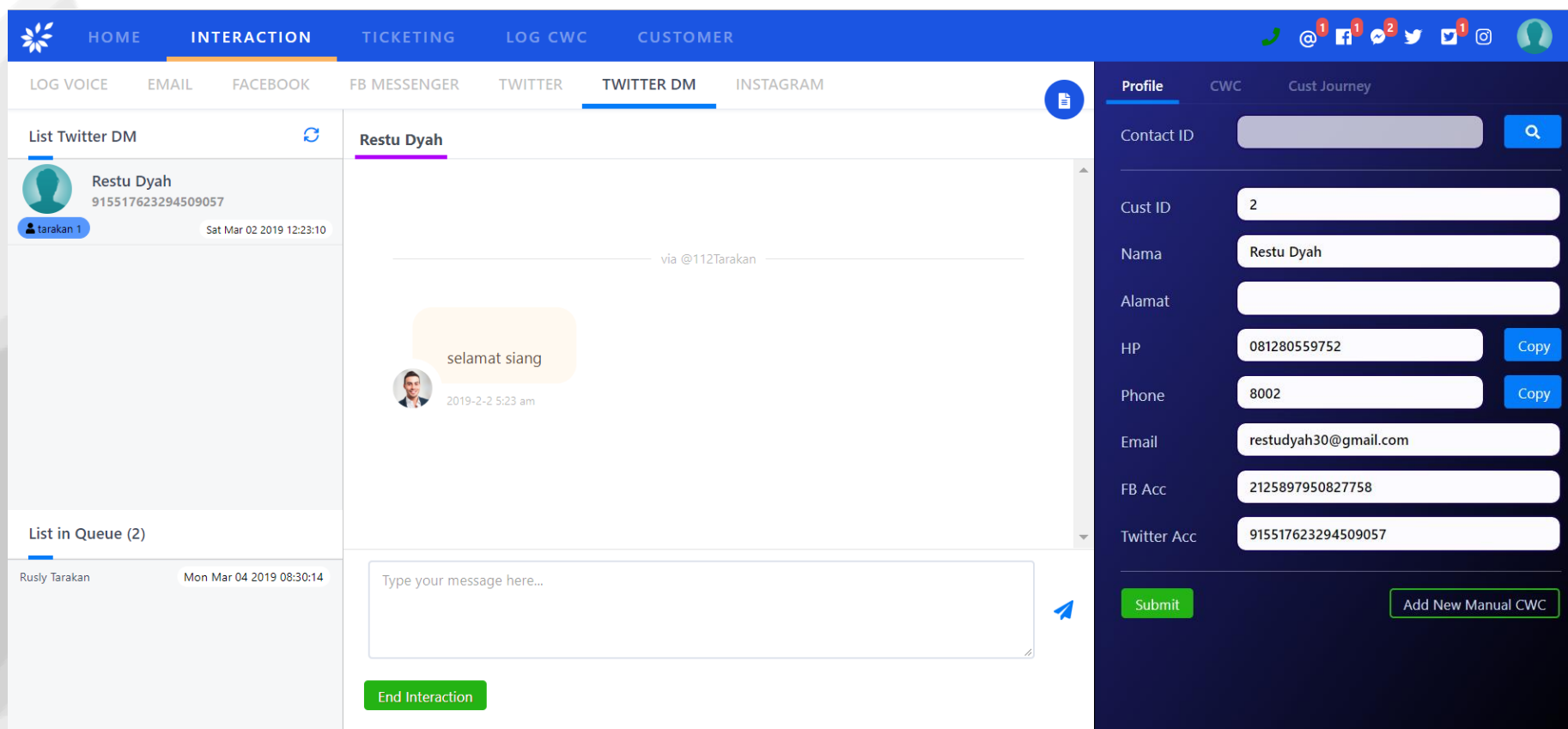
DH,

Bisa di infokan NIKnya, agar kami bisa bantu buka bloknnya dan untuk karyawan organik telkom login Tmoney itu menggunakan email NIK@telkom.co.id dan passwordnya



Cara Penanganan

6. Jika customer telah menghubungi channel lain, klik tombol  pada gambar dibawah ini untuk merge data profile customer.



The screenshot displays a customer management interface with a blue header and navigation tabs. The main content area is divided into two sections: a chat window on the left and a profile merge panel on the right.

Chat Window:

- Header:** HOME, INTERACTION, TICKETING, LOG CWC, CUSTOMER
- Sub-headers:** LOG VOICE, EMAIL, FACEBOOK, FB MESSENGER, TWITTER, **TWITTER DM**, INSTAGRAM
- Left Panel:** List Twitter DM (Refresh icon), Restu Dyah (915517623294509057), tarakan 1 (Sat Mar 02 2019 12:23:10), List in Queue (2), Rusly Tarakan (Mon Mar 04 2019 08:30:14)
- Chat Content:** via @112Tarakan, selamat siang (2019-2-2 5:23 am)
- Input:** Type your message here... (Send icon)
- Action:** End Interaction

Profile Merge Panel:

- Header:** Profile, CWC, Cust Journey
- Fields:** Contact ID (Search icon), Cust ID (2), Nama (Restu Dyah), Alamat, HP (081280559752, Copy), Phone (8002, Copy), Email (restudyah30@gmail.com), FB Acc (2125897950827758), Twitter Acc (915517623294509057)
- Buttons:** Submit, Add New Manual CWC

Cara Penanganan

7. Akan muncul list data customer, klik button **Merge** untuk menggabungkan dari masing-masing channel agar dapat melihat customer journey atau history sebelumnya dari berbagai channel

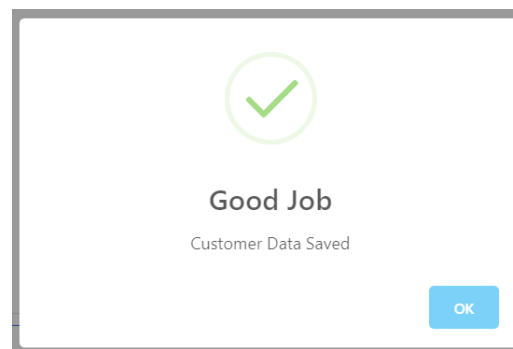
The screenshot shows a CRM interface with a 'Search Customer' modal window. The modal contains a search bar and a table with 10 customer entries. Each entry has a 'Merge' button. The background shows a user profile for 'Akhmad Faudzan' and a navigation menu with options like HOME, INTERACTION, TICKETING, LOG C/W, and CUSTOMER. The footer indicates 'User Name : fauzan (Agent)' and '© PT. Infomedia Nusantara (2018)'.

NO	CUST ID	NAMA	EMAIL	HP	PHONE	FACEBOOK	TWITTER	TELEGRAM	ACTION
1	84081	Hafidzhere Octo	iam.zer3012@gmail.com	08532178	081221540306	1982041205212389	1069845077395038210	592790191	Merge
2	84082	Akhmad Faudzan Bakri	faudzanbakri@bclaboratory.co	08918547872	041321804				Merge
3	84085			081					Merge
4	84086				0217211368				Merge
5	84087				0217393230				Merge
6	84088	irham	irhamhafidz30@gmail.com						Merge
7	84089	faudzan	faudzanbakri@gmail.com						Merge
8	84090	dimaz	dimaz1206@gmail.com						Merge
9	84091	Irham Hafidz				2194516533905327			Merge
10	84092	infomedia_testing					1062034560454549508		Merge



Cara Penanganan

8. Setelah data sukses tersimpan, akan muncul notifikasi seperti di bawah ini

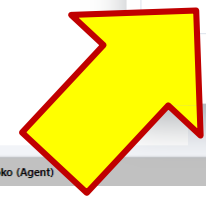
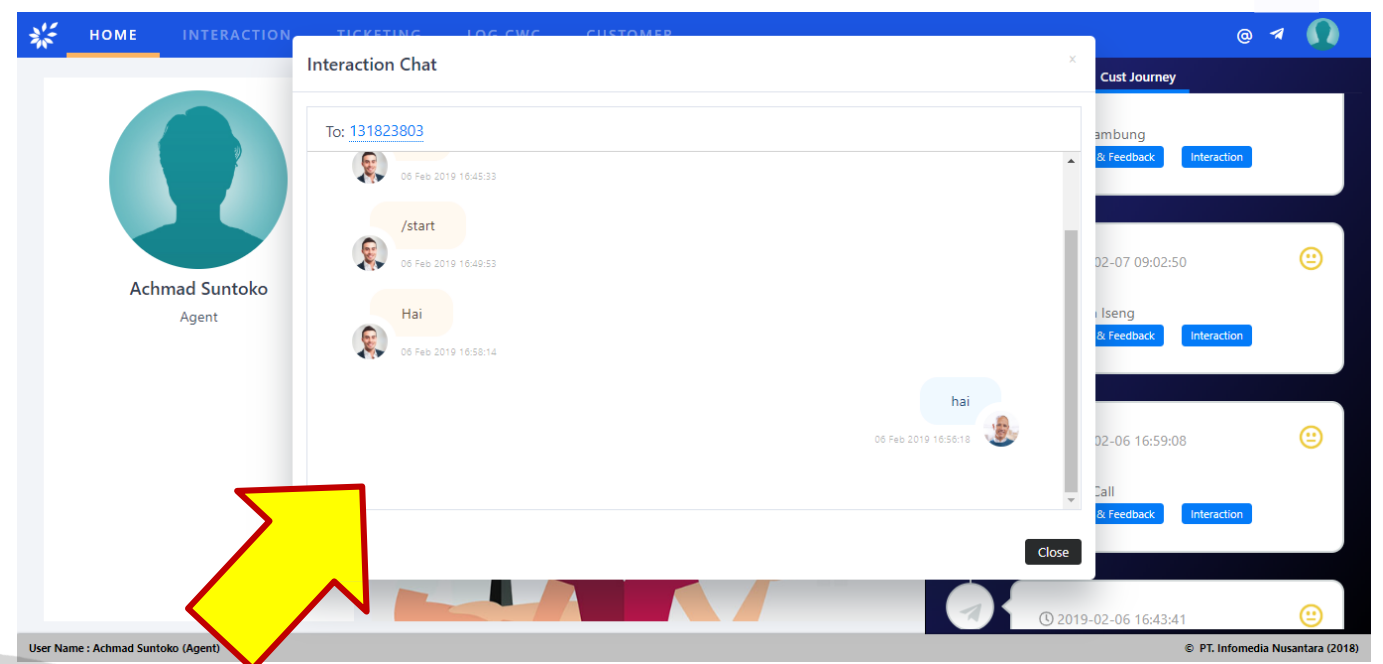
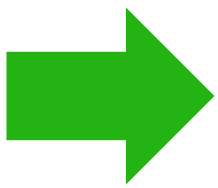
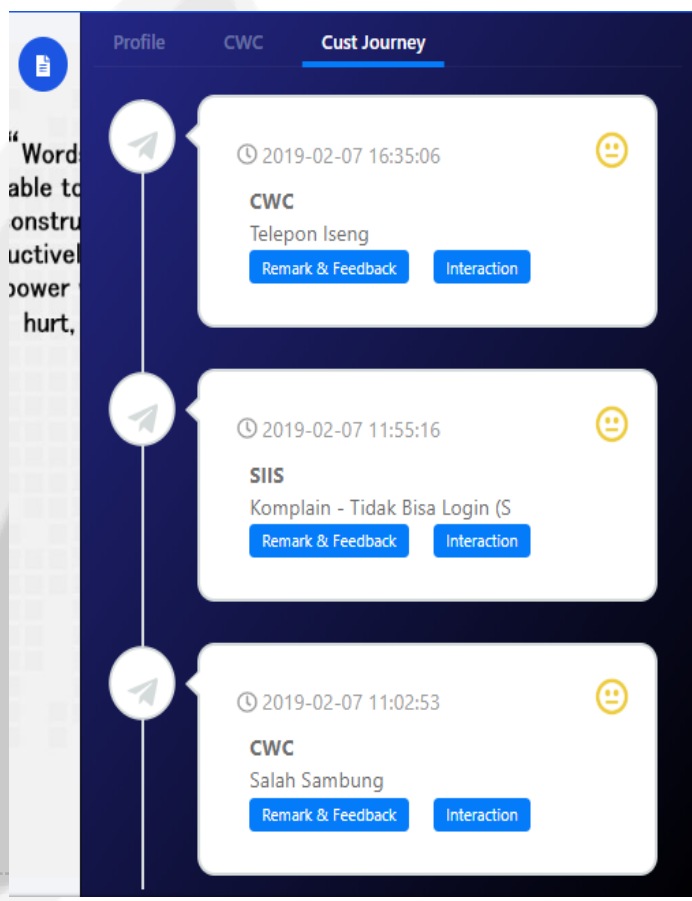


9. Sebelum melanjutkan proses pencatatan (CWC), jika Anda ingin melihat Journey / History customer, klik Cust Journey



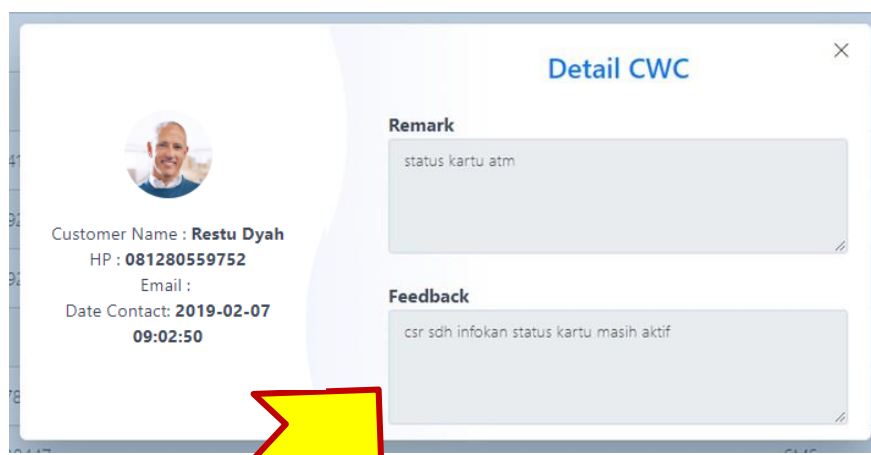
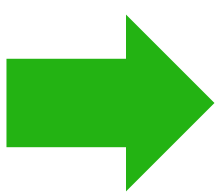
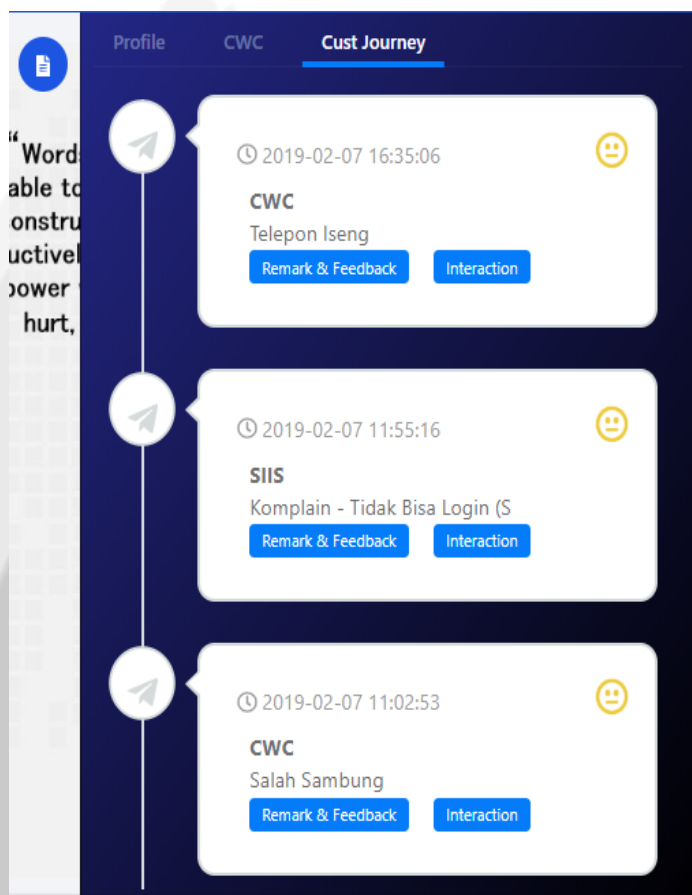
Cara Penanganan

- 10. Akan muncul Tampilan journey seperti di bawah ini.
- 11. Klik tombol **Interaction** untuk melihat detail interaksi



Cara Penanganan

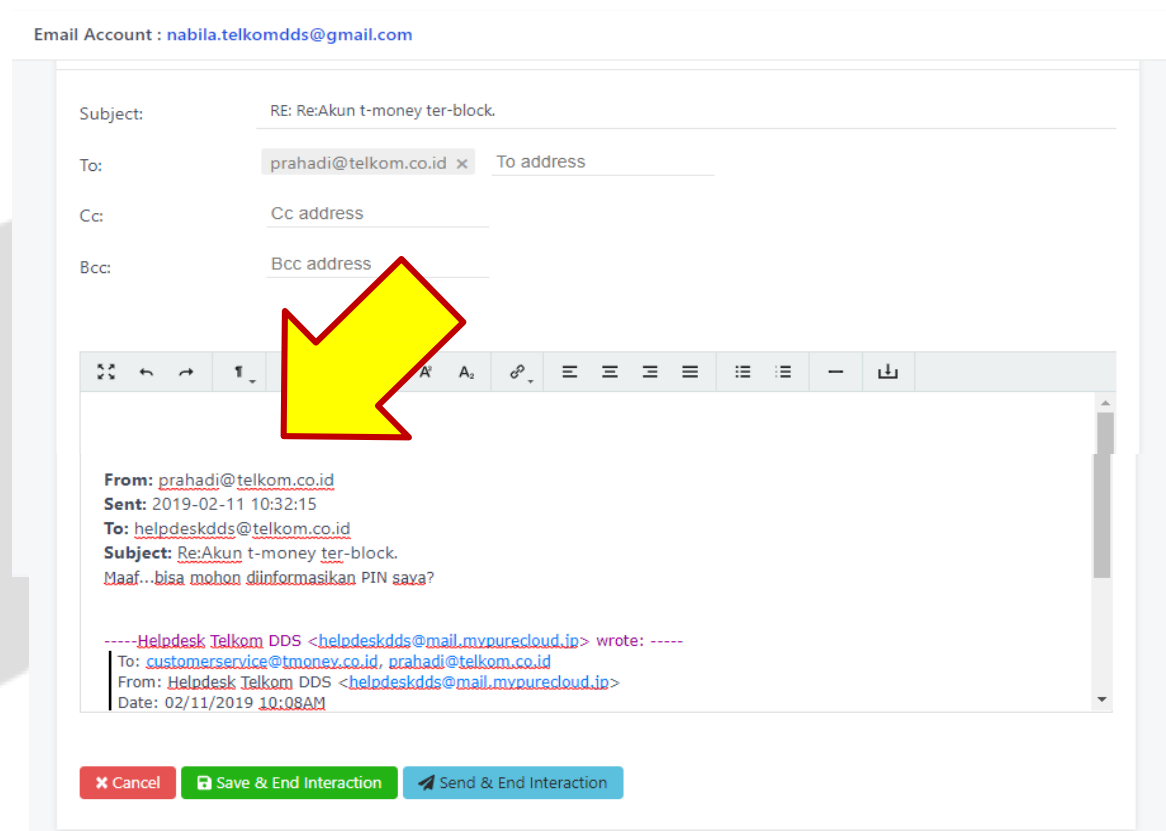
12. Klik tombol **Remark & Feedback** untuk melihat detail CWC input dari agent (remark & feedback)



Cara Penanganan

13. Kembali ke page utama, jawab lah Email dari pelanggan di kotak yang disediakan:

- Klik  untuk pesan yang tidak perlu dibalas
- Klik  untuk membalas pesan



Cara Penanganan

14. Jika dibutuhkan untuk mengirim attachment, sebelum end interaction, klik symbol




Email Account : nabila.telkomdds@gmail.com

Subject: RE: Re:Akun t-money ter-block.

To: prahadi@telkom.co.id x To address

Cc: Cc address

Bcc: Bcc address



From: prahadi@telkom.co.id
Sent: 2019-02-11 10:32:15
To: helpdeskdds@telkom.co.id
Subject: Re:Akun t-money ter-block.
Maaf...bisa mohon diinformasikan PIN saya?

-----Helpdesk Telkom DDS <helpdeskdds@mail.mypurecloud.ip> wrote: -----
To: customerservice@tmoney.co.id, prahadi@telkom.co.id
From: Helpdesk Telkom DDS <helpdeskdds@mail.mypurecloud.ip>
Date: 02/11/2019 10:08AM

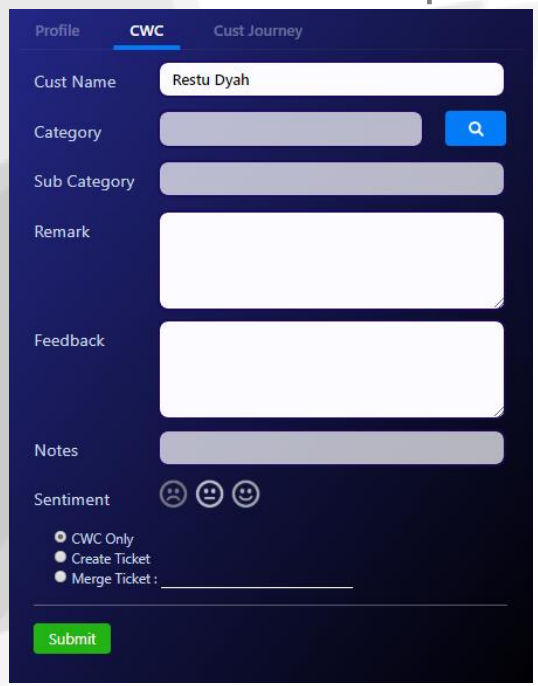


Cara Penanganan

15. Setelah itu, beralihlah ke tab CWC di kanan layer untuk menyelesaikan data laporan



16. Akan muncul tampilan seperti ini



Cara Penanganan

17. Kategorikan pesan sesuai kebutuhan

Profile **CWC** Cust Journey

Cust Name Restu Dyah

Category

Sub Category

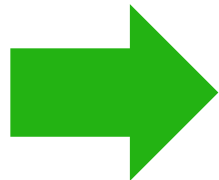
Remark

Feedback

Notes

Sentiment

CWC Only
 Create Ticket
 Merge Ticket : _____



Profile **CWC** Cust Journey

Cust Name Restu Dyah

Category SIIS

Sub Category Komplain - Tidak Bisa Login (Salah Password)

Remark

Feedback

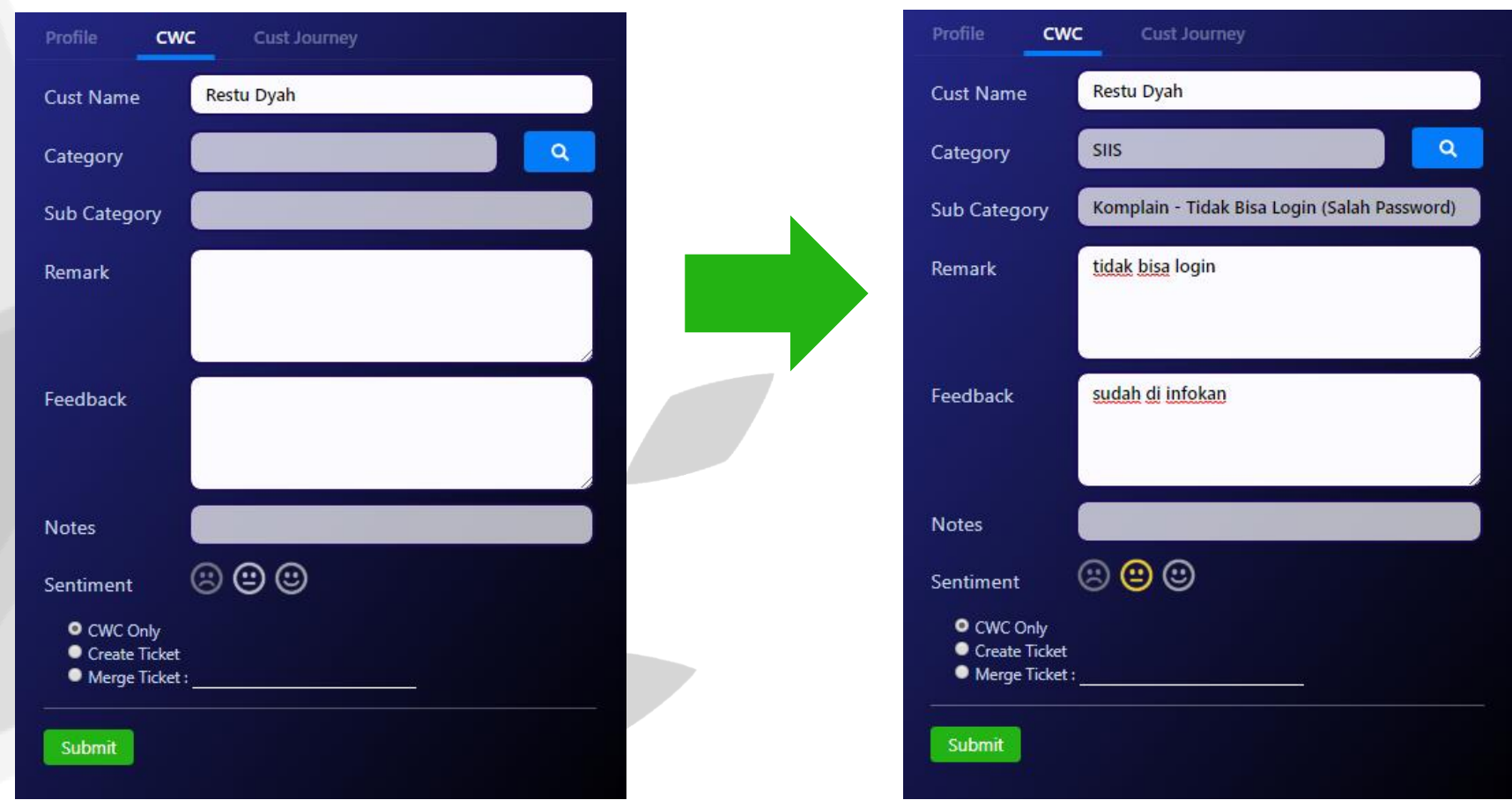
Notes

Sentiment

CWC Only
 Create Ticket
 Merge Ticket : _____

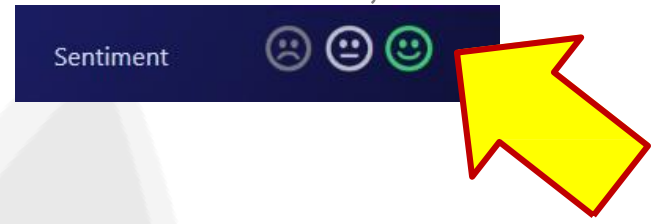
Cara Penanganan

- 18. Isi kotak Remark dengan pesan yang disampaikan oleh customer
- 19. Isi kotak Feedback dengan uraian rangkuman solusi yang anda sampaikan



Cara Penanganan

20. Pilih sentiment, kemudian klik tombol 



21. Pilih tombol cwc only



22. Data **sukses tersimpan**, dan dapat anda lihat di sub menu LogCWC.



Facebook

channel

Cara Penanganan

1. Saat ada pesan masuk, otomatis akan muncul notifikasi pada menu bar
2. Klik icon social media yang ingin ditangani, atau klik menu interaction dan pilih 1.

HOME INTERACTION TICKETING LOG CWC CUSTOMER

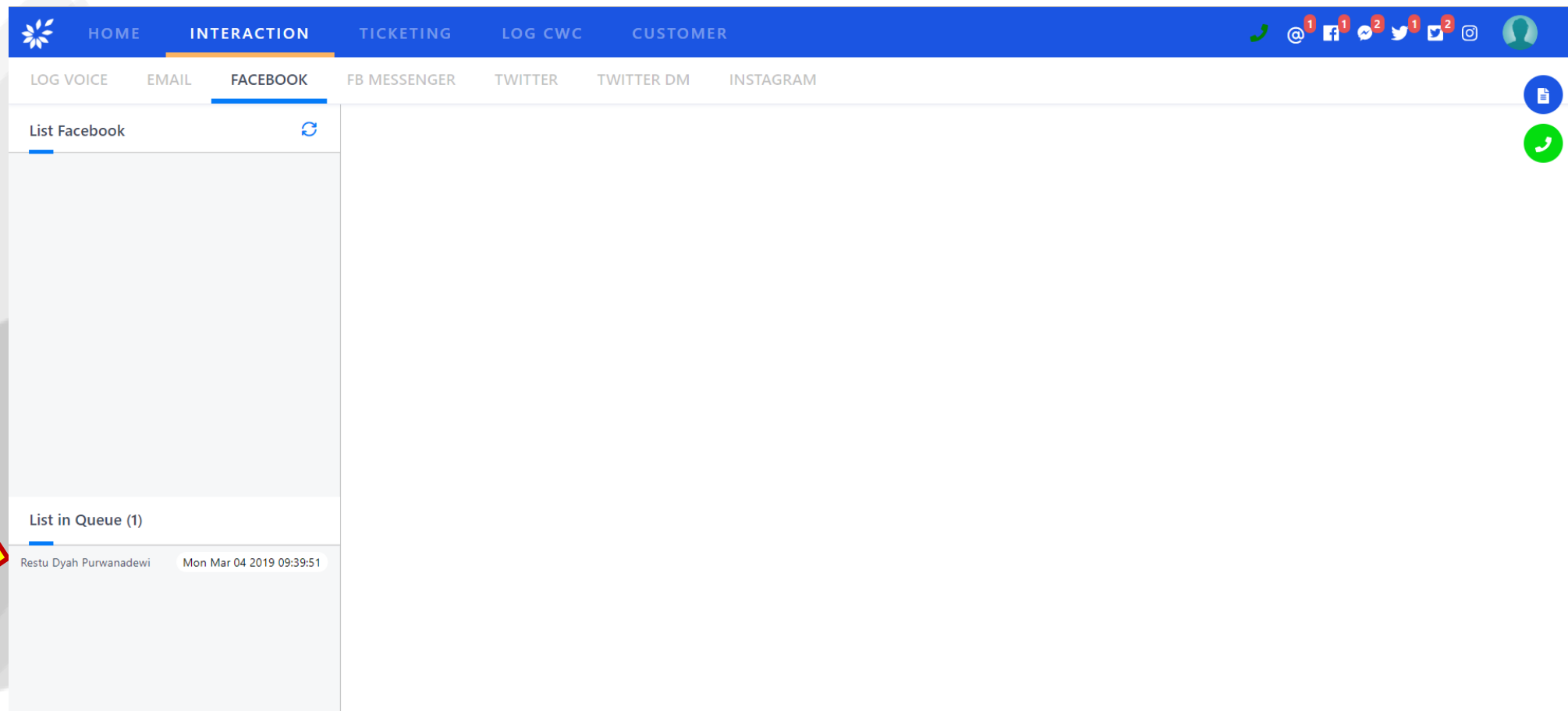
1 1 2 1 2

pemkot tarakan 1
Agent

“Words are singularly the most powerful force available to humanity. We can choose to use this force constructively with words of encouragement, or destructively using words of despair. Words have energy and power with the ability to help, to heal, to hinder, to hurt, to harm, to humiliate and to humble.”

Cara Penanganan

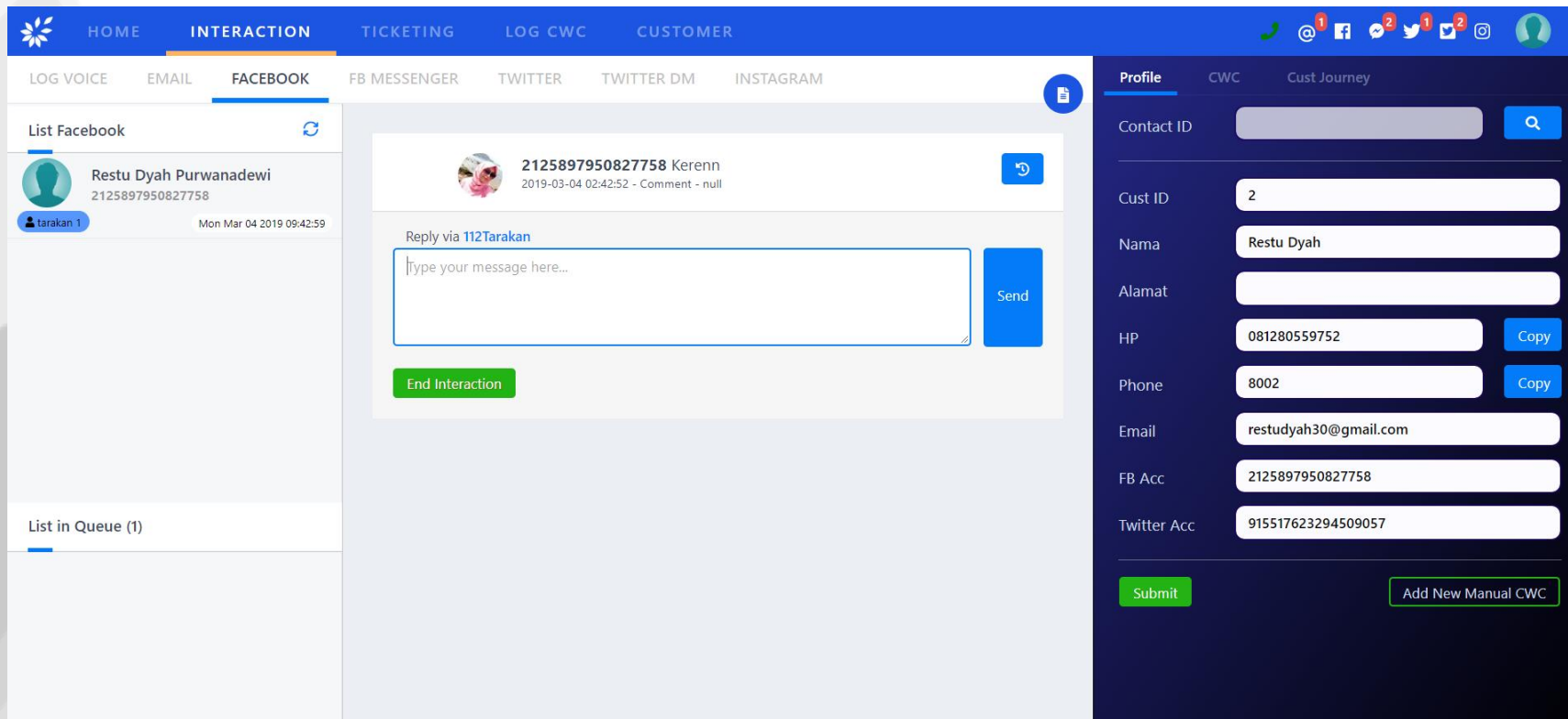
3. Saat ada pesan masuk, otomatis akan masuk ke dalam list queue seperti di bawah ini.



The screenshot displays a customer service dashboard with a blue header. The main navigation bar includes 'HOME', 'INTERACTION', 'TICKETING', 'LOG CWC', and 'CUSTOMER'. Below this, a secondary navigation bar lists 'LOG VOICE', 'EMAIL', 'FACEBOOK', 'FB MESSENGER', 'TWITTER', 'TWITTER DM', and 'INSTAGRAM'. The 'FACEBOOK' tab is selected. The main content area is divided into two sections: 'List Facebook' (which is currently empty) and 'List in Queue (1)'. A yellow arrow points to the 'List in Queue (1)' section, which contains a message from 'Restu Dyah Purwanadewi' received on 'Mon Mar 04 2019 09:39:51'. The right sidebar contains icons for a phone, a list, and a green call button. At the bottom left, there are navigation arrows.

Cara Penanganan

4. Klik  untuk pick up atau mengambil pesan dalam antrian
5. Sistem secara otomatis akan menampilkan pesan dari customer



The screenshot displays a customer service dashboard with a blue header and navigation tabs. The main content area is divided into three sections:

- Left Panel:** Contains a 'List Facebook' section with a refresh icon and a profile card for 'Restu Dyah Purwanadewi' (ID: 2125897950827758) with a 'tarakan 1' badge and a timestamp of 'Mon Mar 04 2019 09:42:59'. Below it is a 'List in Queue (1)' section.
- Center Panel:** Shows a message from '2125897950827758 Kerenn' (ID: 2125897950827758) dated '2019-03-04 02:42:52 - Comment - null'. Below the message is a 'Reply via 112Tarakan' section with a text input field containing 'Type your message here...', a 'Send' button, and an 'End Interaction' button.
- Right Panel:** A 'Profile' form with fields for 'Contact ID', 'Cust ID' (value: 2), 'Nama' (value: Restu Dyah), 'Alamat', 'HP' (value: 081280559752), 'Phone' (value: 8002), 'Email' (value: restudyah30@gmail.com), 'FB Acc' (value: 2125897950827758), and 'Twitter Acc' (value: 915517623294509057). There are 'Copy' buttons next to the HP and Phone fields. At the bottom are 'Submit' and 'Add New Manual CWC' buttons.

Cara Penanganan

6. Balas pesan pada kotak berikut

Reply via [Nabila Infonusa](#)

Type your message here...

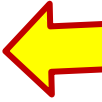
Send

7. Klik send

Reply via [Nabila Infonusa](#)

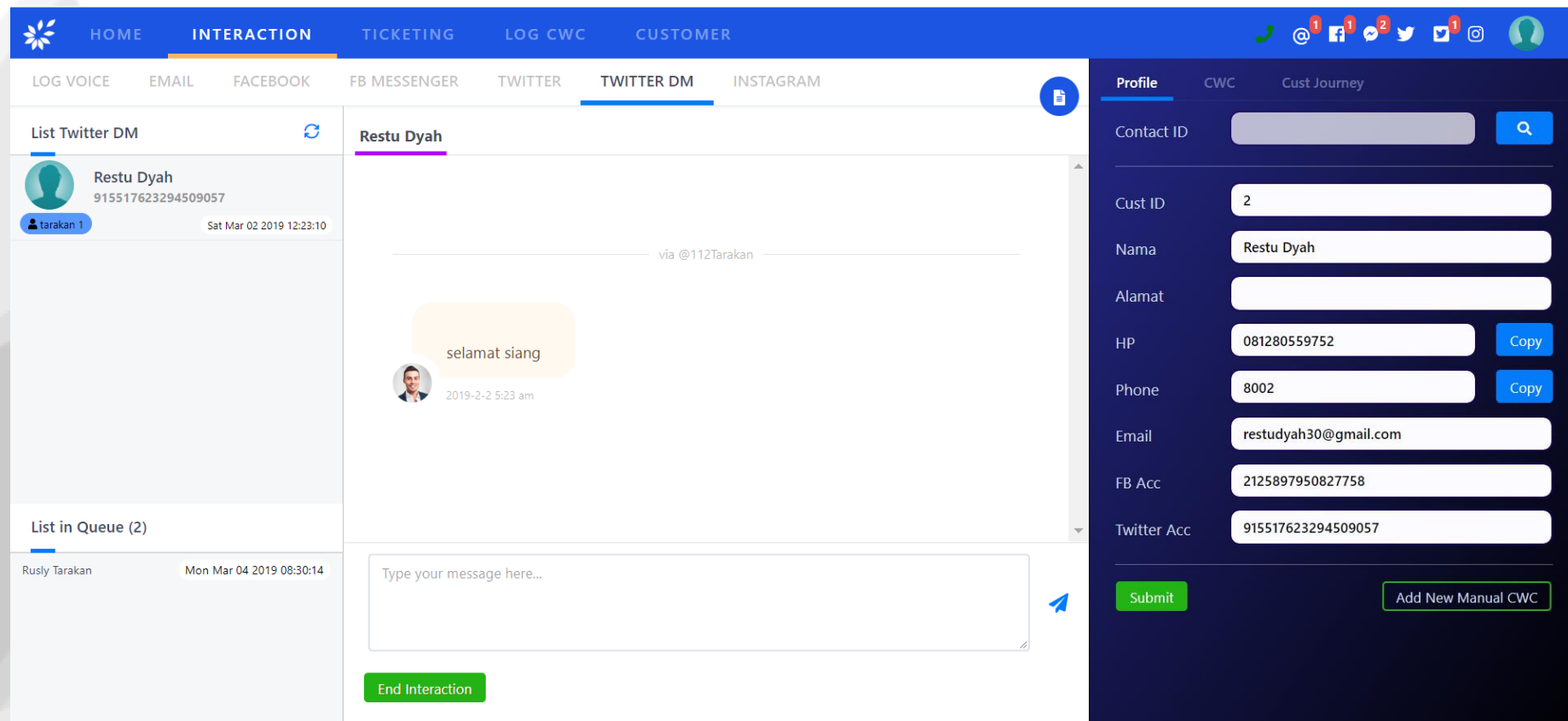
Terimakasih telah menghubungi layanan service kami...

Send



Cara Penanganan

8. Jika customer telah menghubungi channel lain, klik tombol  pada gambar dibawah ini untuk merge data profile customer.



The screenshot displays a customer service dashboard with a blue header and navigation tabs. The main content area is divided into three sections: a list of Twitter DMs, a detailed view of a message from Restu Dyah, and a list of customers in the queue. The customer profile sidebar on the right contains various fields for contact information.

Navigation: HOME, INTERACTION, TICKETING, LOG CWC, CUSTOMER

Sub-navigation: LOG VOICE, EMAIL, FACEBOOK, FB MESSENGER, TWITTER, TWITTER DM, INSTAGRAM

List Twitter DM:

- Restu Dyah (915517623294509057) via @112Tarakan (Sat Mar 02 2019 12:23:10)
- Rusly Tarakan (Mon Mar 04 2019 08:30:14)

Message Detail (Restu Dyah):

via @112Tarakan

selamat siang (2019-2-2 5:23 am)

Type your message here...

End Interaction

Profile Sidebar:

- Contact ID:
- Cust ID: 2
- Nama: Restu Dyah
- Alamat:
- HP: 081280559752 (Copy)
- Phone: 8002 (Copy)
- Email: restudyah30@gmail.com
- FB Acc: 2125897950827758
- Twitter Acc: 915517623294509057

Buttons: Submit, Add New Manual CWC

Cara Penanganan

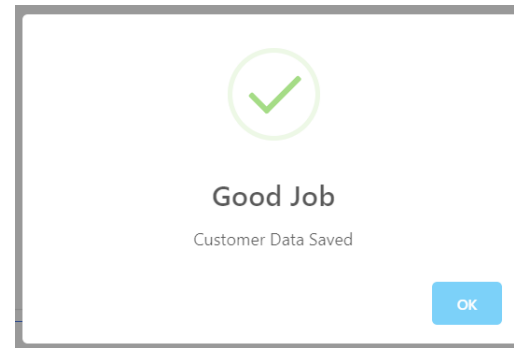
9. Akan muncul list data customer, klik button **Merge** untuk menggabungkan dari masing-masing channel agar dapat melihat customer journey atau history sebelumnya dari berbagai channel

The screenshot displays a web application interface for customer management. A 'Search Customer' modal is open, showing a table with 10 customer entries. Each entry includes a 'Merge' button. The table columns are: NO, CUST ID, NAMA, EMAIL, HP, PHONE, FACEBOOK, TWITTER, TELEGRAM, and ACTION. The background shows a user profile for 'Akhmad Faudzan' and a navigation menu with options like HOME, INTERACTION, TICKETING, LOG C/W, and CUSTOMER. The footer indicates the user is 'fauzan (Agent)' and the copyright is for PT. Infomedia Nusantara (2018).

NO	CUST ID	NAMA	EMAIL	HP	PHONE	FACEBOOK	TWITTER	TELEGRAM	ACTION
1	84081	Hafidzhere Octo	iam.zer3012@gmail.com	08532178	081221540306	1982041205212389	1069845077395038210	592790191	Merge
2	84082	Akhmad Faudzan Bakri	faudzanbakri@bclaboratory.co	08918547872	041321804				Merge
3	84085			081					Merge
4	84086				0217211368				Merge
5	84087				0217393230				Merge
6	84088	irham	irhamhafidz30@gmail.com						Merge
7	84089	faudzan	faudzanbakri@gmail.com						Merge
8	84090	dimaz	dimaz1206@gmail.com						Merge
9	84091	Irham Hafidz				2194516533905327			Merge
10	84092	infomedia_testing					1062034560454549508		Merge

Cara Penanganan

10. Setelah data sukses tersimpan, akan muncul notifikasi seperti di bawah ini



11. Sebelum melanjutkan proses pencatatan (CWC), jika Anda ingin melihat Journey / History customer, klik Cust Journey



Cara Penanganan

- 12. Akan muncul Tampilan journey seperti di bawah ini
- 13. Klik tombol **Interaction** untuk melihat detail interaksi

The image displays a mobile application interface for 'Cust Journey' with a list of customer interactions. A green arrow points from the 'Interaction' button of the first entry to a detailed 'Interaction Chat' window. A yellow arrow points from the 'Interaction' button of the second entry to the 'List Facebook' section of the chat window.

Mobile App Interface (Left):

- Profile | CWC | **Cust Journey**
- 2019-02-27 09:06:13 **Complaint** Fuel Retail Marketing - Kelang [Remark & Feedback] [Interaction]
- 2019-02-27 08:52:20 **Non Pengadua** Lain-lain - Iseng [Remark & Feedback] [Interaction]
- 2019-02-26 17:39:35 **Complaint** Fuel Retail Marketing - Lanor

Interaction Chat Window (Middle):

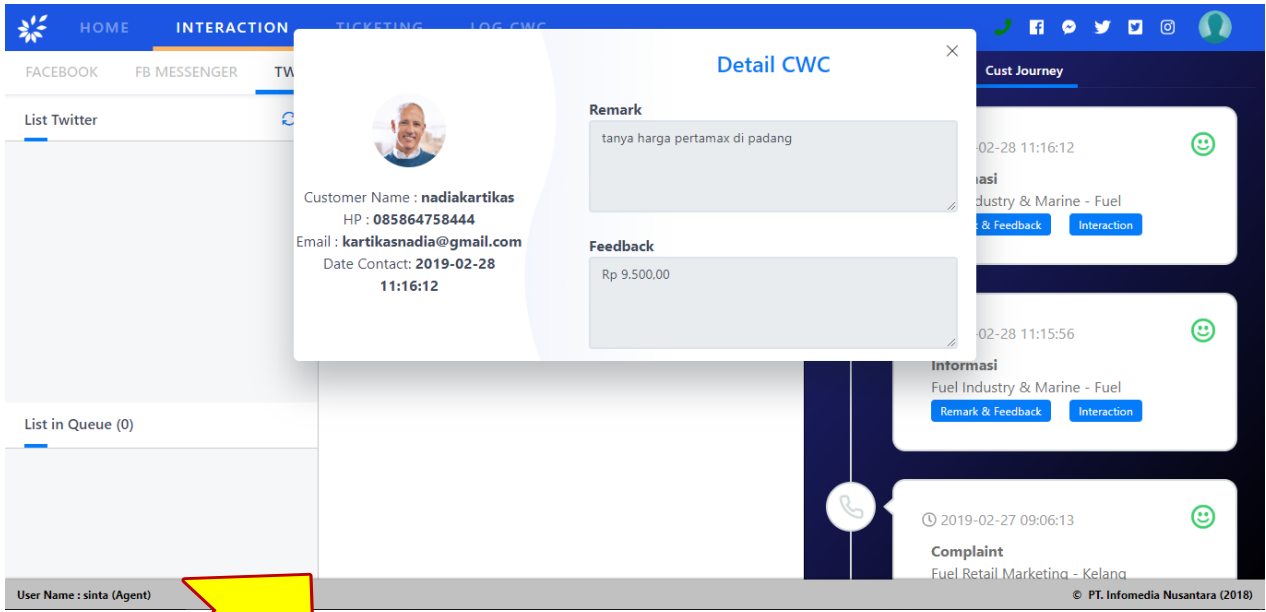
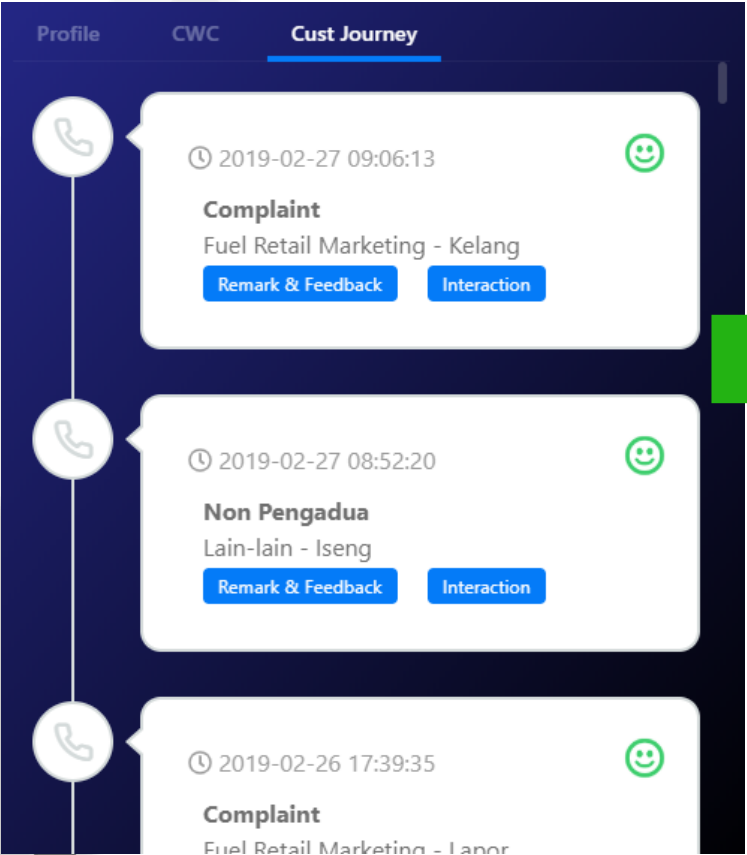
- HOME | INTERACTION | TICKETING | LOG CWC | CUSTOMER
- LOG VOICE | EMAIL | **FACEBOOK**
- List Facebook
- Restu Dyah Purwanadewi (2125897950827758) | 112Tarakan | Mon Mar 04 2019 09:42:59
- Interaction Chat: Restu Dyah Purwanadewi: Selamat pagi, selamat malam, ada yang bisa kami bantu? [End Interaction]
- List in Queue (1)

Mobile App Interface (Right):

- Cust Journey
- 2019-03-04 09:41:23 **Non Pengadua** Informasi-Lain-lain [Remark & Feedback] [Interaction]
- 2019-03-04 08:23:05 **Pengaduan** Pemadam Kebakaran-Kebakaran Ge [Remark & Feedback] [Interaction]
- 2019-03-03 17:38:16 **Non Pengadua** Informasi-Lain-lain [Remark & Feedback] [Interaction]

Cara Penanganan

14. Klik tombol **Remark & Feedback** untuk melihat detail CWC input dari agent (remark & feedback)

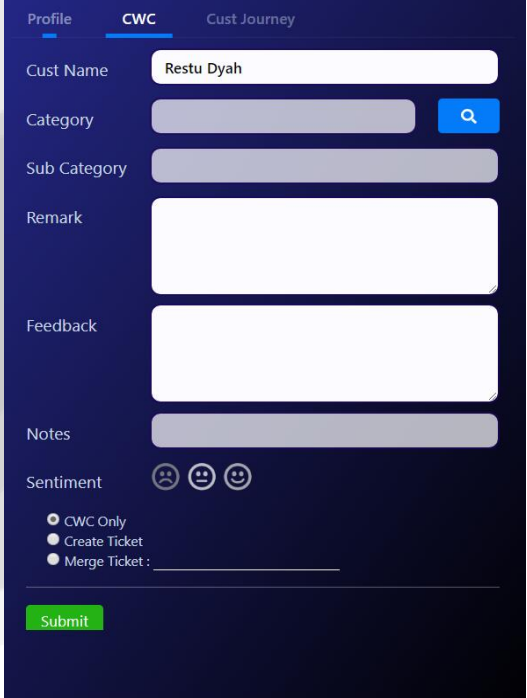


Cara Penanganan

15. Klik CWC untuk memproses laporan dari customer



16. Akan muncul tampilan seperti ini



Cara Penanganan

17. Kategorikan pesan sesuai kebutuhan

Profile **CWC** Cust Journey

Cust Name Restu Dyah

Category

Sub Category

Remark

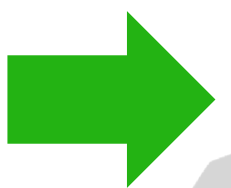
Feedback

Notes

Sentiment

CWC Only
 Create Ticket
 Merge Ticket : _____

Submit



Search Category Search:

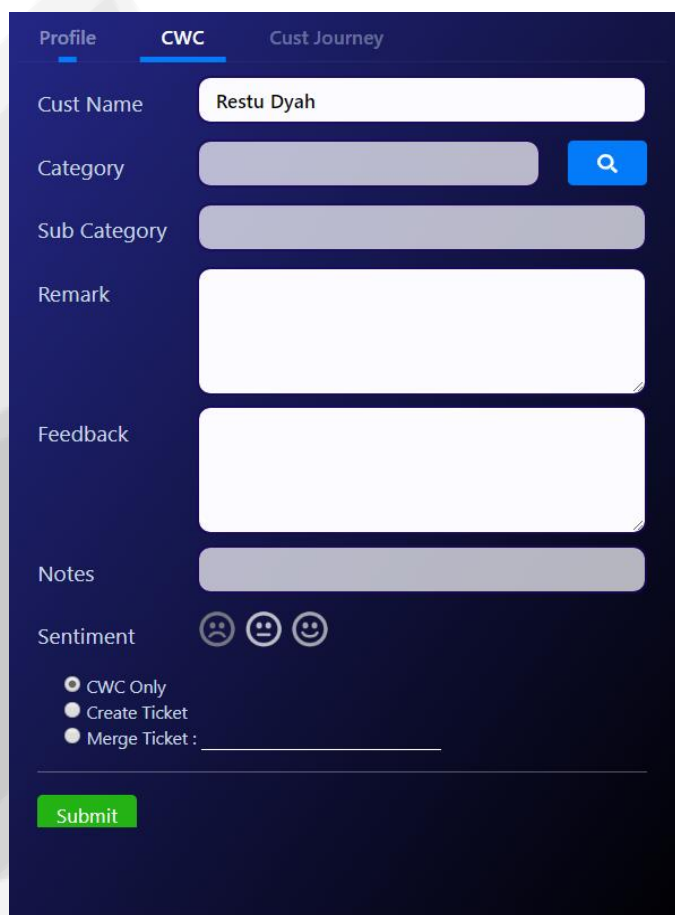
NO	CATEGORY	SUB CATEGORY	ACTION
1	Informasi	Cipta Karya-Informasi SKPD Cipta Karya	Select
2	Informasi	Bina Marga-Informasi SKPD Bina Marga	Select
3	Informasi	Disdukcapil-Informasi SKPD Disdukcapil	Select
4	Informasi	DPPKB-Informasi SKPD DPPKB	Select
5	Informasi	BKPSDM-informasi SKPD BKPSDM	Select
6	Informasi	Disporabudpar-Informasi SKPD Disporabudpar	Select
7	Informasi	Disperindag-Informasi SKPD Disperindag	Select
8	Non Pengaduan	Informasi-Lain-lain	Select
9	Non Pengaduan	Telepon Iseng-Telepon Iseng	Select
10	Non Pengaduan	Telepon Terputus-Telepon Terputus	Select

Showing 1 to 10 of 121 entries

Previous 1 2 3 4 5 ... 13 Next

Cara Penanganan

18. Isi kotak Remark dengan pesan yang disampaikan oleh customer
19. Isi kotak Feedback dengan uraian rangkuman solusi yang anda sampaikan



Profile **CWC** Cust Journey

Cust Name Restu Dyah

Category

Sub Category

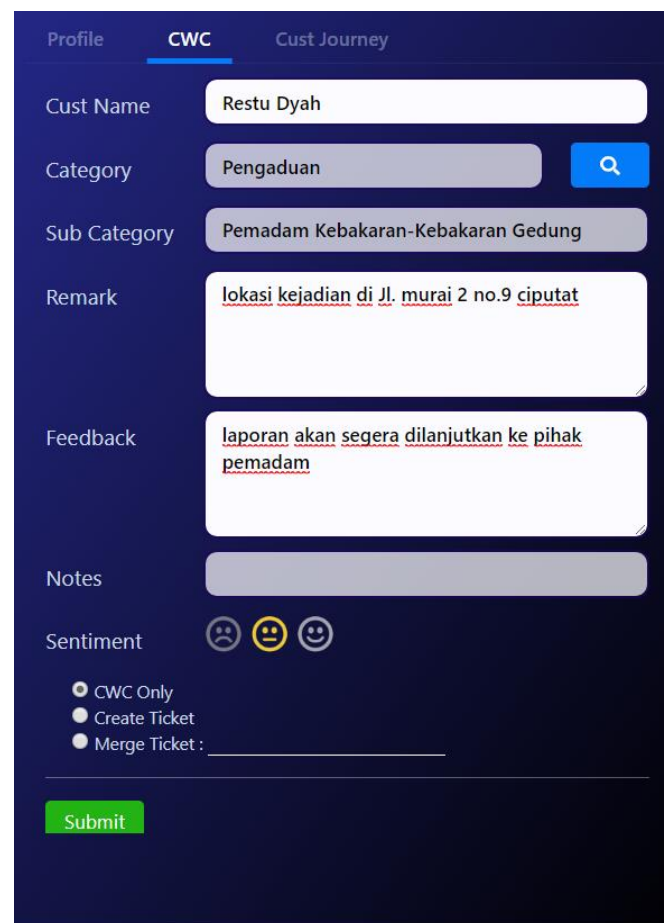
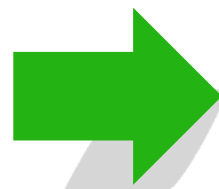
Remark

Feedback

Notes

Sentiment

CWC Only
 Create Ticket
 Merge Ticket : _____



Profile **CWC** Cust Journey

Cust Name Restu Dyah

Category Pengaduan

Sub Category Pemadam Kebakaran-Kebakaran Gedung

Remark lokasi kejadian di Jl. murai 2 no.9 ciputat

Feedback laporan akan segera dilanjutkan ke pihak pemadam

Notes

Sentiment

CWC Only
 Create Ticket
 Merge Ticket : _____

Cara Penanganan

20. Pilih sentiment, kemudian klik tombol 



21. Pilih tombol cwc only



22. Data **sukses tersimpan**, dan dapat anda lihat di sub menu LogCWC.



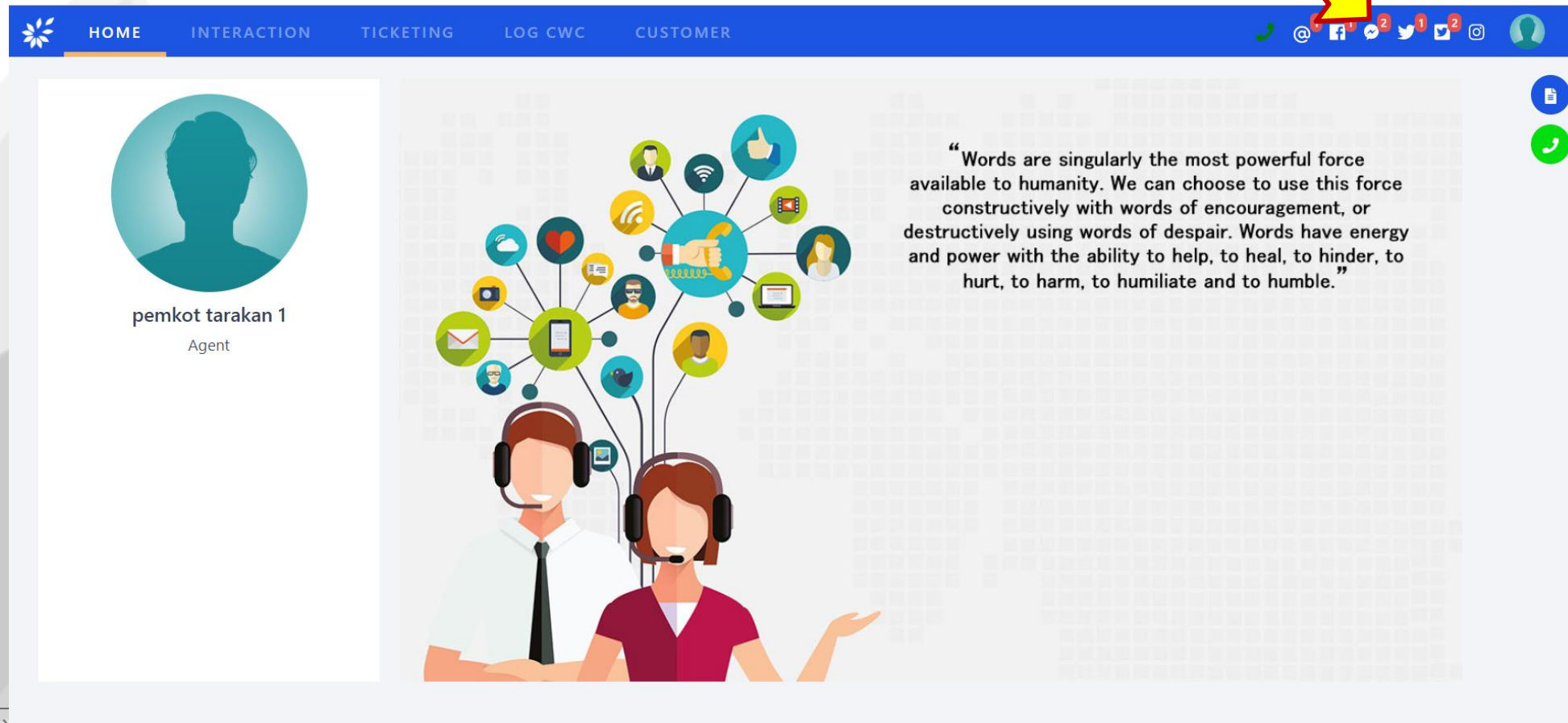
FB Messenger

channel



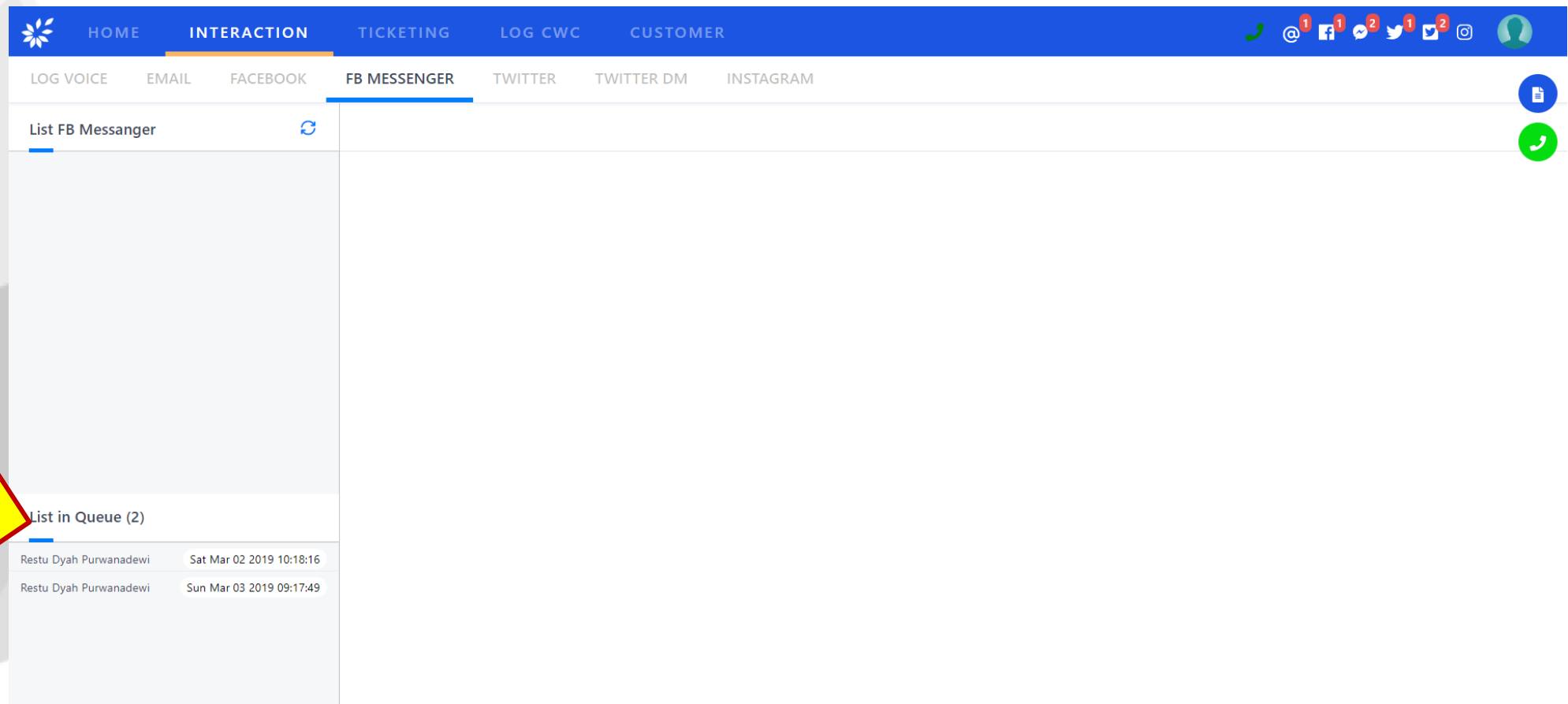
Cara Penanganan

1. Saat ada pesan masuk, otomatis akan muncul notifikasi pada menu bar
2. Klik icon social media yang ingin ditangani, atau klik menu interaction dan pilih Facebook messenger



Cara Penanganan

3. Saat ada pesan masuk, otomatis akan masuk ke dalam list queue seperti di bawah ini

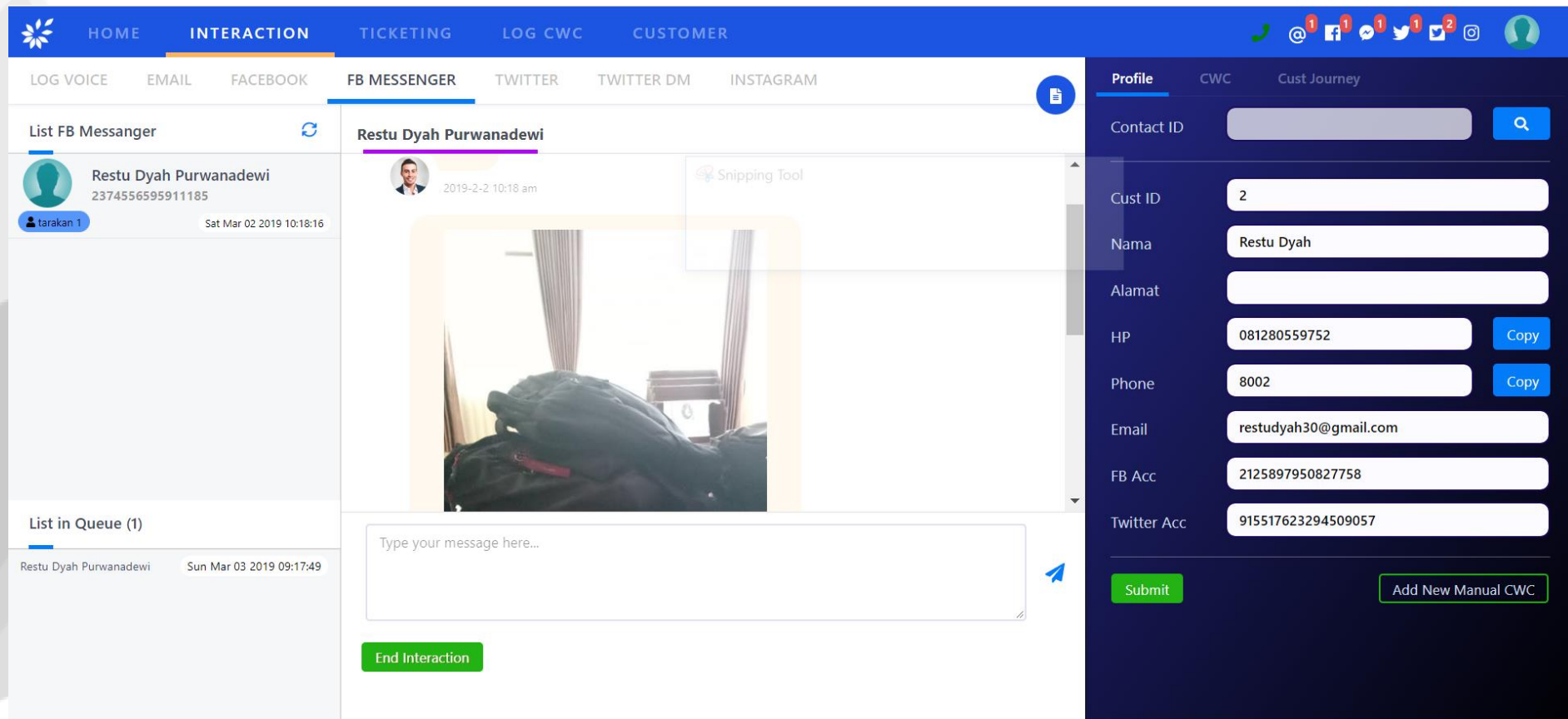


The screenshot displays a customer service dashboard with a blue header and navigation tabs. The 'FB MESSENGER' tab is selected, showing a 'List in Queue (2)' section. A yellow arrow points to this section. The queue contains two messages from 'Restu Dyah Purwanadewi'.

List in Queue (2)	
Restu Dyah Purwanadewi	Sat Mar 02 2019 10:18:16
Restu Dyah Purwanadewi	Sun Mar 03 2019 09:17:49

Cara Penanganan

4. Klik  untuk pick up atau mengambil pesan dalam antrian
5. Sistem secara otomatis akan menampilkan pesan dari customer



The screenshot displays a customer service dashboard with a blue header and navigation tabs. The main content area is divided into two columns. The left column shows a 'List FB Messenger' with a refresh icon and a list of messages. The right column shows a detailed view of a customer's profile and a message.

Navigation Tabs: HOME, INTERACTION, TICKETING, LOG CWC, CUSTOMER

Sub-navigation: LOG VOICE, EMAIL, FACEBOOK, FB MESSENGER, TWITTER, TWITTER DM, INSTAGRAM

Customer Profile (Restu Dyah Purwanadewi):

- Contact ID:
- Cust ID: 2
- Nama: Restu Dyah
- Alamat:
- HP: 081280559752
- Phone: 8002
- Email: restudyah30@gmail.com
- FB Acc: 2125897950827758
- Twitter Acc: 915517623294509057

Message Details:

- From: tarakan 1
- Date: Sat Mar 02 2019 10:18:16
- Image: A photo of a room with a bed and a window.
- Text: Type your message here...

Queue List:

- Restu Dyah Purwanadewi
- Date: Sun Mar 03 2019 09:17:49

Buttons: End Interaction, Submit, Add New Manual CWC

Cara Penanganan

6. Balas pesan pada kotak berikut

Type your message here...



End Interaction

7. Klik  untuk mengirim pesan

selamat siang, ada yang bisa kami bantu?

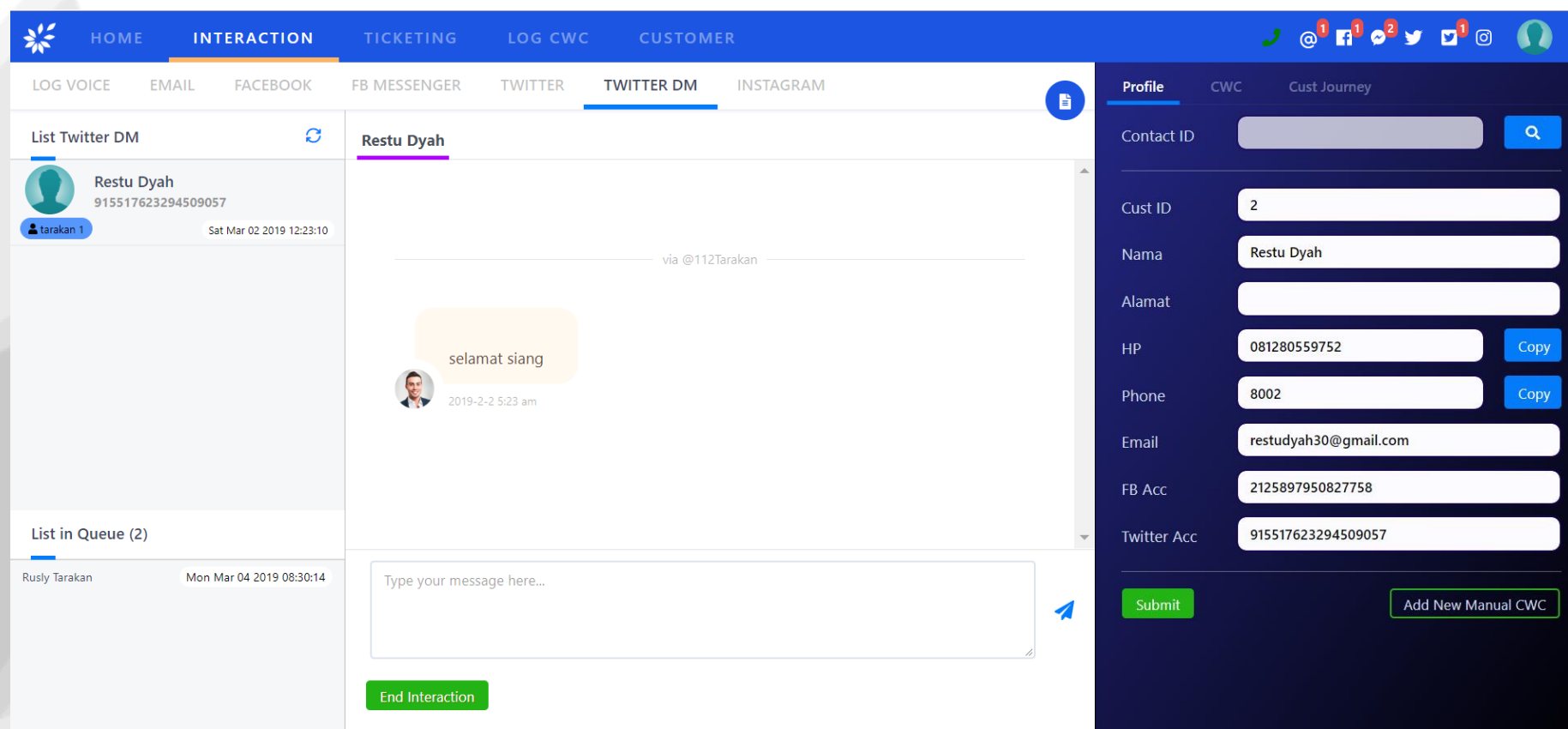


End Interaction

8. Klik  untuk mengakhiri pembicaraan

Cara Penanganan

9. Jika customer telah menghubungi channel lain, klik tombol  pada gambar dibawah ini untuk merge data profile customer.



The screenshot displays a customer service dashboard with a blue header and navigation tabs. The main content area is divided into three sections: a list of Twitter DMs, a detailed view of a message from Restu Dyah, and a list of customers in the queue. The customer profile sidebar on the right contains various fields for contact information.

Navigation: HOME, INTERACTION, TICKETING, LOG CWC, CUSTOMER

Sub-navigation: LOG VOICE, EMAIL, FACEBOOK, FB MESSENGER, TWITTER, TWITTER DM, INSTAGRAM

List Twitter DM:

- Restu Dyah (915517623294509057) via @112Tarakan - Sat Mar 02 2019 12:23:10
- Rusly Tarakan - Mon Mar 04 2019 08:30:14

Message Detail (Restu Dyah):

- via @112Tarakan
- selamat siang (2019-2-2 5:23 am)

List in Queue (2):

- Rusly Tarakan (Mon Mar 04 2019 08:30:14)

Customer Profile (Restu Dyah):

- Contact ID:
- Cust ID: 2
- Nama: Restu Dyah
- Alamat:
- HP: 081280559752 (Copy)
- Phone: 8002 (Copy)
- Email: restudyah30@gmail.com
- FB Acc: 2125897950827758
- Twitter Acc: 915517623294509057

Buttons: Submit, Add New Manual CWC, End Interaction

Cara Penanganan

10. Akan muncul list data customer, klik button **Merge** untuk menggabungkan dari masing-masing channel agar dapat melihat customer journey atau history sebelumnya dari berbagai channel

The screenshot displays a web application interface for customer management. A 'Search Customer' modal is open, showing a table with 10 customer entries. Each entry includes a 'Merge' button. The table columns are: NO, CUST ID, NAMA, EMAIL, HP, PHONE, FACEBOOK, TWITTER, TELEGRAM, and ACTION. The background shows a user profile for 'Akhmad Faudzan' and a navigation menu with options like HOME, INTERACTION, TICKETING, LOG C/W, and CUSTOMER. The footer indicates the user is 'fauzan (Agent)' and the system is © PT. Infomedia Nusantara (2018).

NO	CUST ID	NAMA	EMAIL	HP	PHONE	FACEBOOK	TWITTER	TELEGRAM	ACTION
1	84081	Hafidzhere Octo	iam.zer3012@gmail.com	08532178	081221540306	1982041205212389	1069845077395038210	592790191	Merge
2	84082	Akhmad Faudzan Bakri	faudzanbakri@bclaboratory.co	08918547872	041321804				Merge
3	84085			081					Merge
4	84086				0217211368				Merge
5	84087				0217393230				Merge
6	84088	irham	irhamhafidz30@gmail.com						Merge
7	84089	faudzan	faudzanbakri@gmail.com						Merge
8	84090	dimaz	dimaz1206@gmail.com						Merge
9	84091	Irham Hafidz				2194516533905327			Merge
10	84092	infomedia_testing					1062034560454549508		Merge

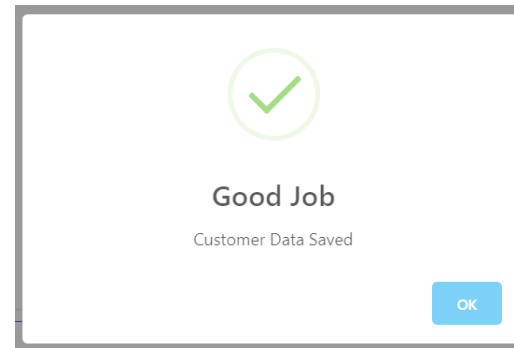
Showing 1 to 10 of 284 entries

Navigation: Previous 1 2 3 4 5 ... 29 Next

User Name : fauzan (Agent) © PT. Infomedia Nusantara (2018)

Cara Penanganan

11. Setelah data sukses tersimpan, akan muncul notifikasi seperti di bawah ini



12. Sebelum melanjutkan proses pencatatan (CWC), jika Anda ingin melihat Journey / History customer, klik Cust Journey



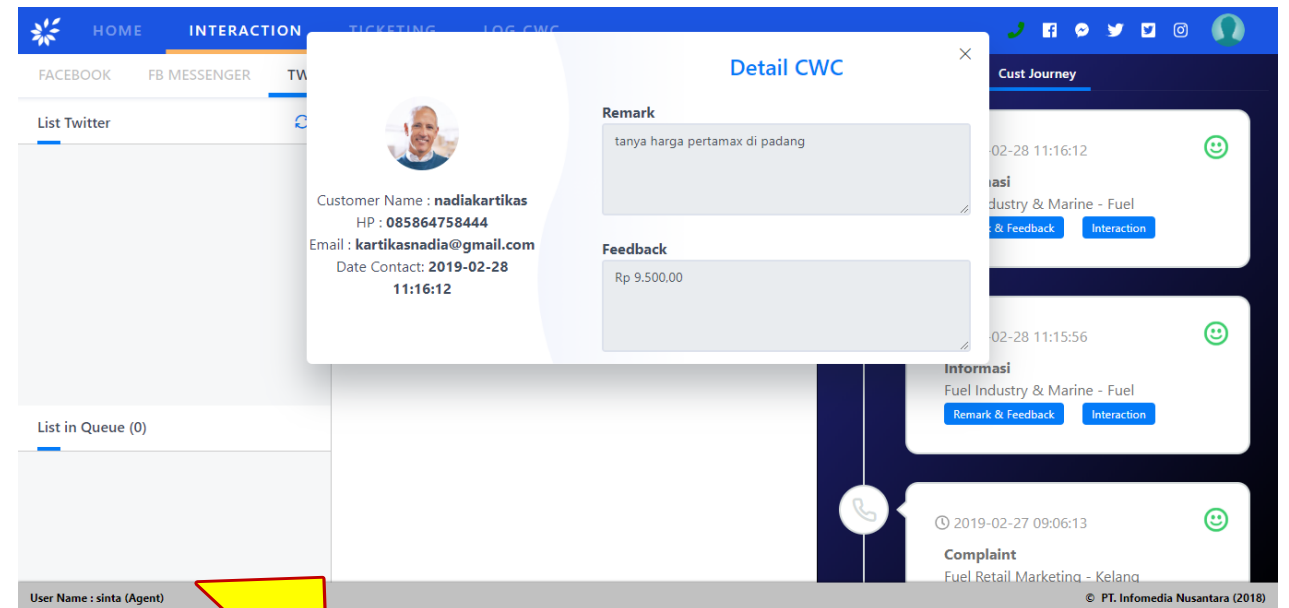
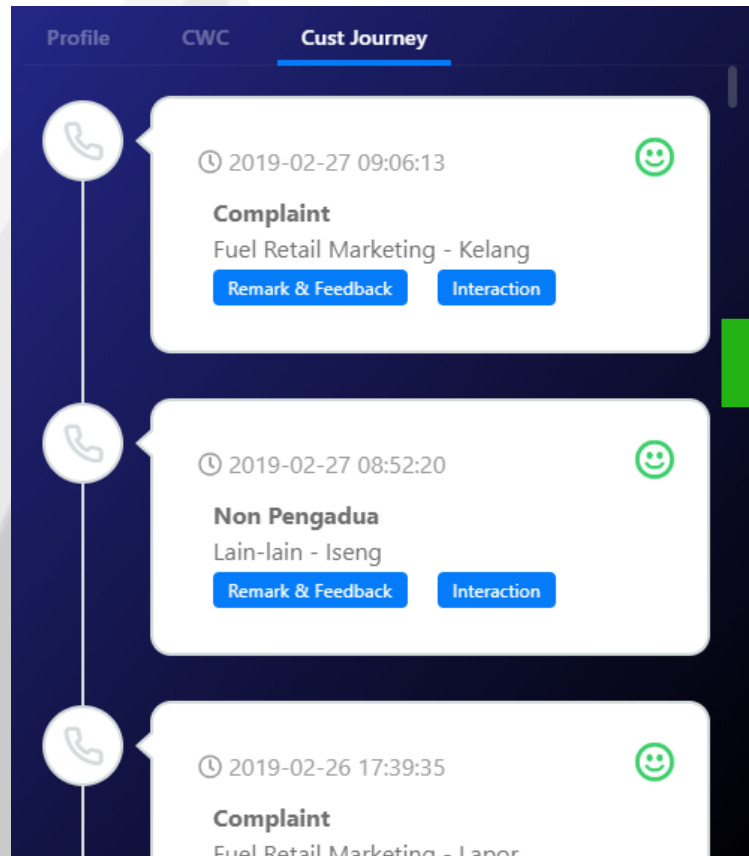
Cara Penanganan

- 13. Akan muncul Tampilan journey seperti di bawah ini
- 14. Klik tombol **Interaction** untuk melihat detail interaksi

The image displays a user interface for managing customer interactions. On the left, a 'Cust Journey' screen shows a list of three interaction cards. The top card is a 'Complaint' about 'Fuel Retail Marketing - Kelang' from 2019-02-27 09:06:13, with 'Remark & Feedback' and 'Interaction' buttons. The middle card is 'Non Pengadua' about 'Lain-lain - Iseng' from 2019-02-27 08:52:20, also with 'Remark & Feedback' and 'Interaction' buttons. The bottom card is another 'Complaint' about 'Fuel Retail Marketing - Lanor' from 2019-02-26 17:39:35. A green arrow points from the 'Interaction' button of the top card to a larger, detailed view of that interaction on the right. This detailed view shows a chat conversation with 'Restu Dyah Purwanadewi' (ID: 2125897950827758) on Facebook, dated Mon Mar 04 2019 09:42:59. The chat message says 'Selamat pagi' and '112Tarakan selamat malam, ada yang bisa kami bantu?'. Below the chat, there is an 'End Interaction' button. A yellow arrow points to the 'Interaction' button in the detailed view. The background of the detailed view shows a navigation bar with 'HOME', 'INTERACTION', 'TICKETING', 'LOG CWC', and 'CUSTOMER'. The 'Cust Journey' screen on the left has a navigation bar with 'Profile', 'CWC', and 'Cust Journey'.

Cara Penanganan

15. Klik tombol **Remark & Feedback** untuk melihat detail CWC input dari agent (remark & feedback)

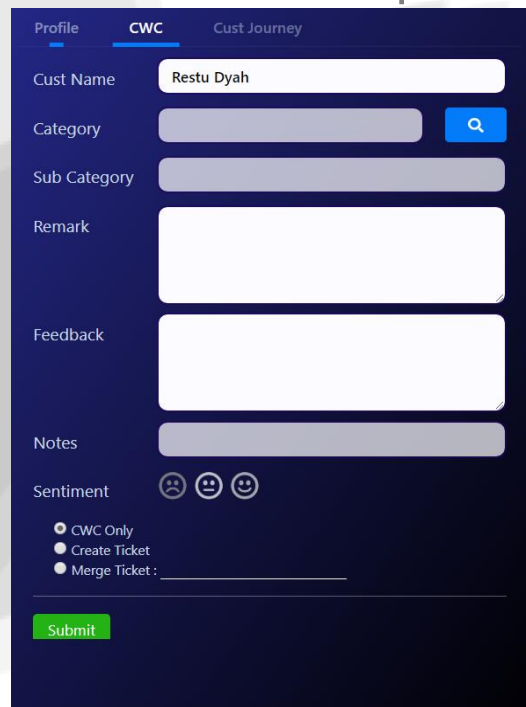


Cara Penanganan

16. Klik CWC untuk memproses laporan dari customer



17. Akan muncul tampilan seperti ini



Cara Penanganan

18. Kategorikan pesan sesuai kebutuhan

Profile **CWC** Cust Journey

Cust Name Restu Dyah

Category

Sub Category

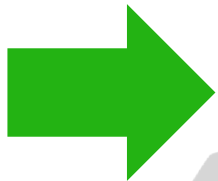
Remark

Feedback

Notes

Sentiment

CWC Only
 Create Ticket
 Merge Ticket : _____



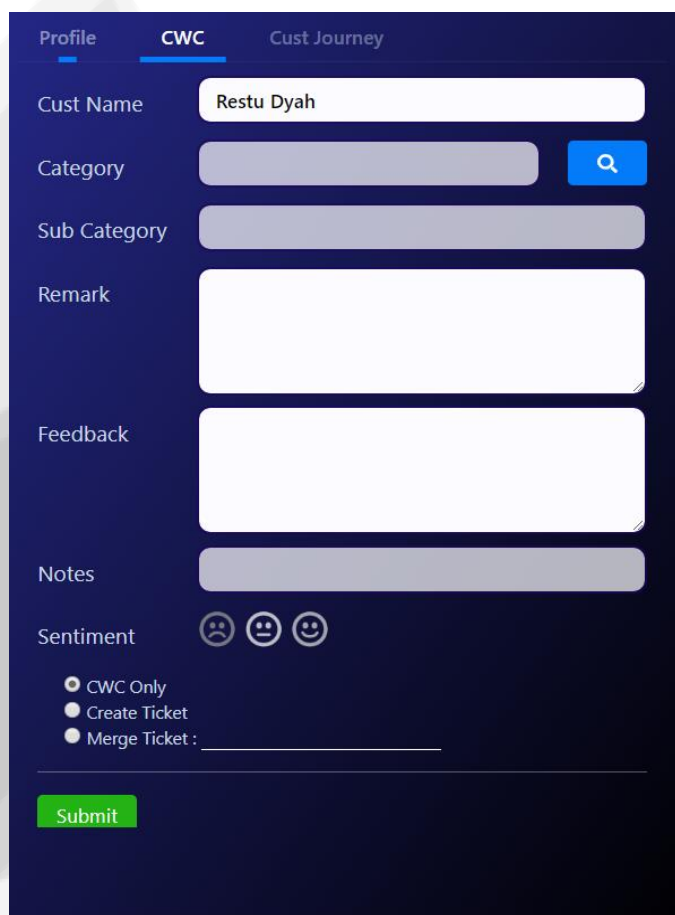
Search Category Search:

NO	CATEGORY	SUB CATEGORY	ACTION
1	Informasi	Cipta Karya-Informasi SKPD Cipta Karya	Select
2	Informasi	Bina Marga-Informasi SKPD Bina Marga	Select
3	Informasi	Disdukcapil-Informasi SKPD Disdukcapil	Select
4	Informasi	DPPKB-Informasi SKPD DPPKB	Select
5	Informasi	BKPSDM-informasi SKPD BKPSDM	Select
6	Informasi	Disporabudpar-Informasi SKPD Disporabudpar	Select
7	Informasi	Disperindag-Informasi SKPD Disperindag	Select
8	Non Pengaduan	Informasi-Lain-lain	Select
9	Non Pengaduan	Telepon Iseng-Telepon Iseng	Select
10	Non Pengaduan	Telepon Terputus-Telepon Terputus	Select

Showing 1 to 10 of 121 entries Previous 1 2 3 4 5 ... 13 Next

Cara Penanganan

19. Isi kotak Remark dengan pesan yang disampaikan oleh customer
20. Isi kotak Feedback dengan uraian rangkuman solusi yang anda sampaikan



Profile **CWC** Cust Journey

Cust Name Restu Dyah

Category

Sub Category

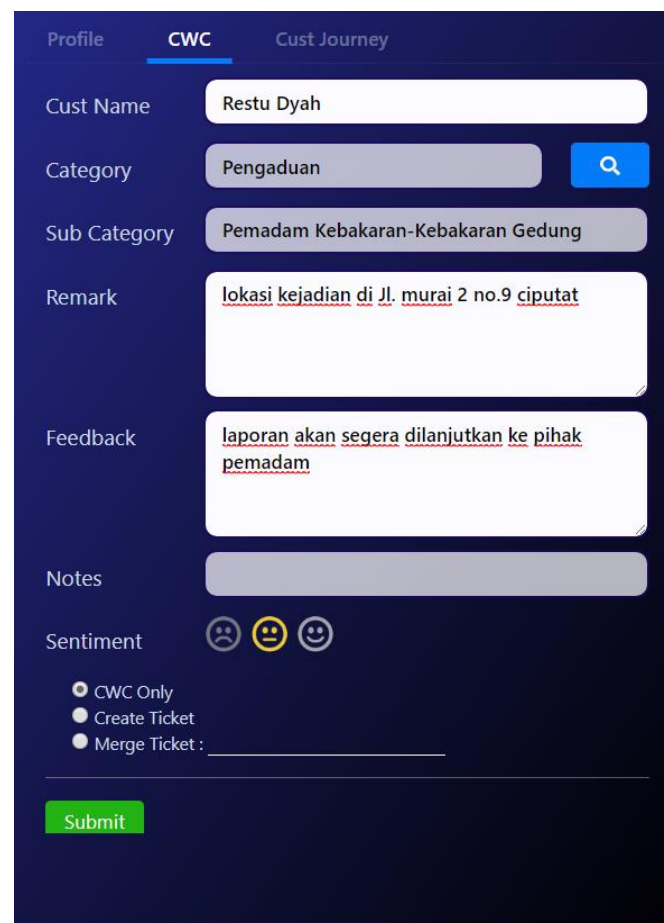
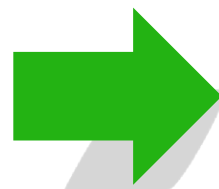
Remark

Feedback

Notes

Sentiment

CWC Only
 Create Ticket
 Merge Ticket : _____



Profile **CWC** Cust Journey

Cust Name Restu Dyah

Category Pengaduan

Sub Category Pemadam Kebakaran-Kebakaran Gedung

Remark lokasi kejadian di Jl. murai 2 no.9 ciputat

Feedback laporan akan segera dilanjutkan ke pihak pemadam

Notes

Sentiment

CWC Only
 Create Ticket
 Merge Ticket : _____

Cara Penanganan

21. Pilih sentiment, kemudian klik tombol 



22. Pilih tombol cwc only



23. Data **sukses tersimpan**, dan dapat anda lihat di sub menu LogCWC.

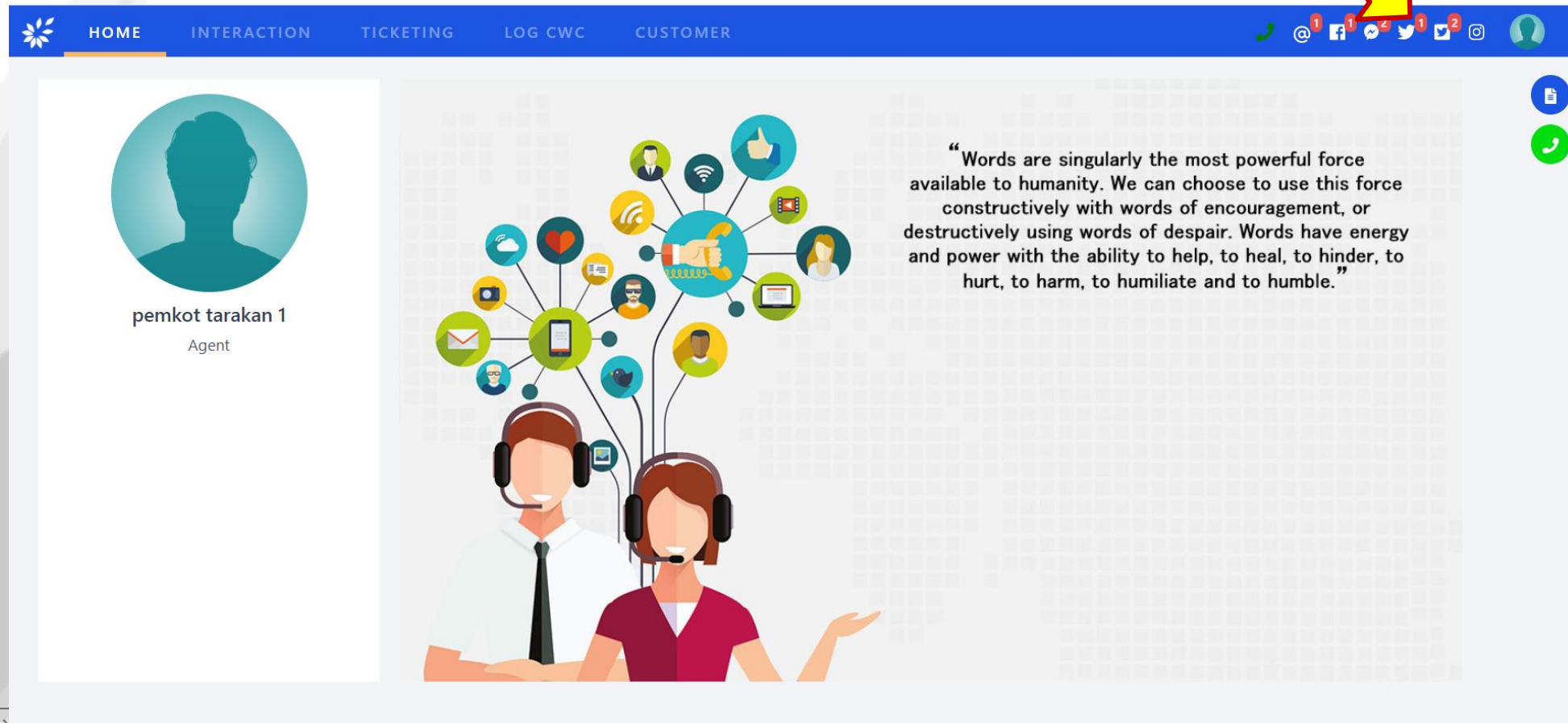


Twitter

channel

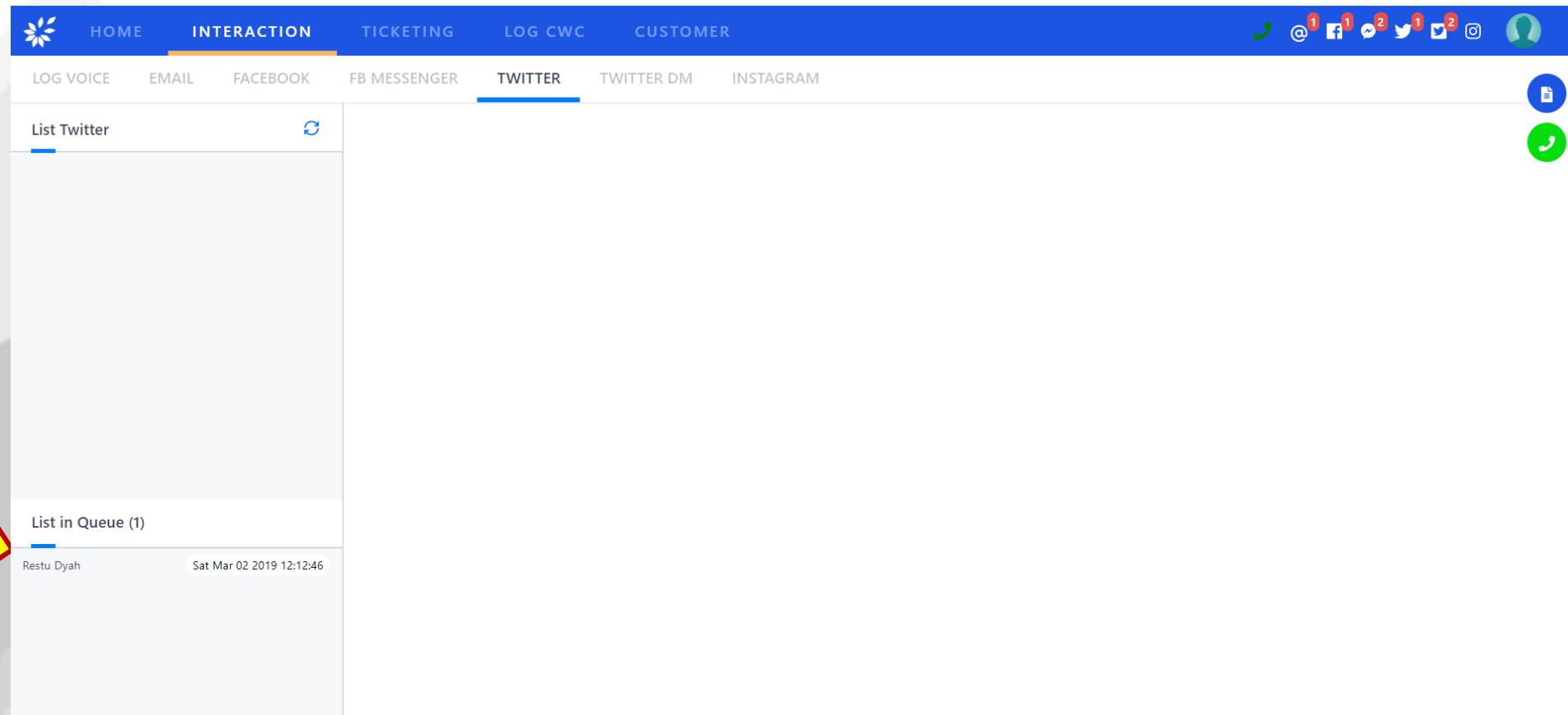
Cara Penanganan

1. Saat ada pesan masuk, otomatis akan muncul notifikasi pada menu bar
2. Klik icon social media yang ingin ditangani, atau klik menu interaction dan pilih twitter



Cara Penanganan

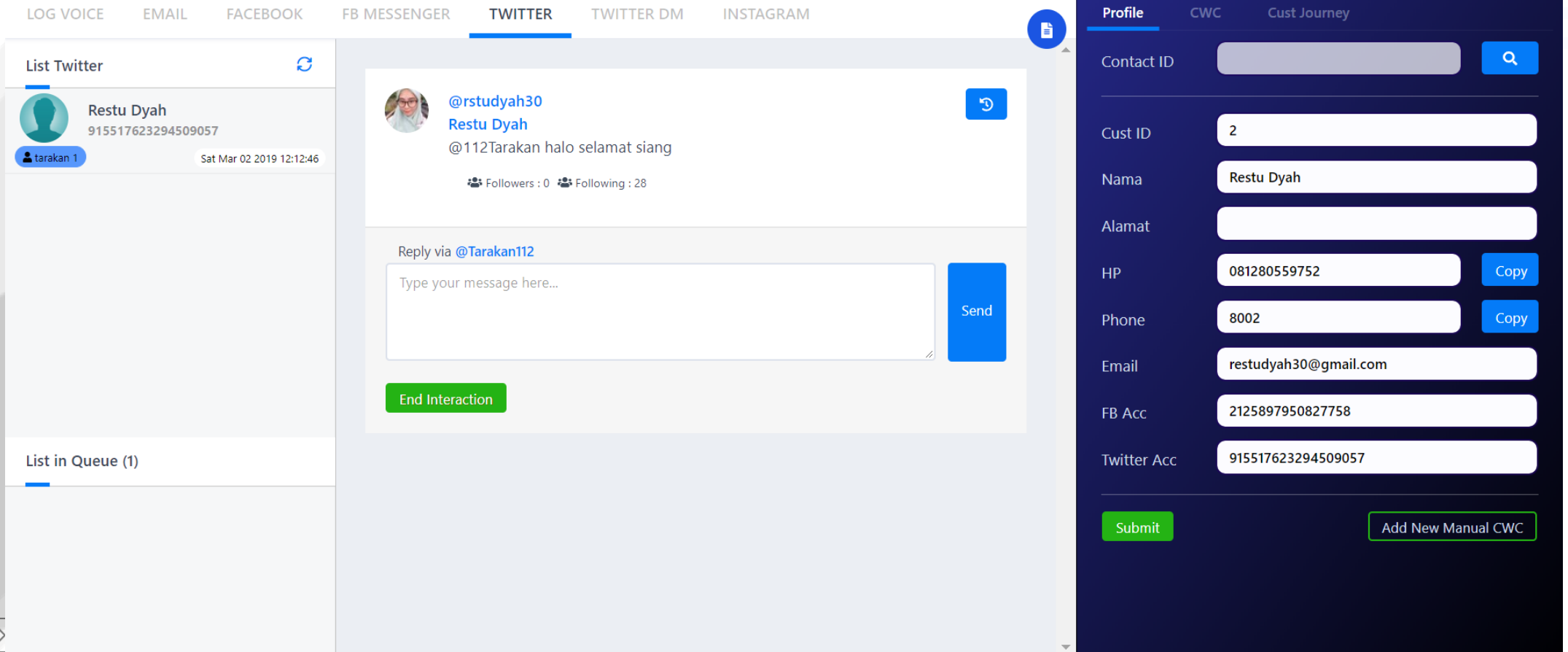
3. Saat ada pesan masuk, otomatis akan masuk ke dalam list queue seperti di bawah ini.



The screenshot displays a customer service dashboard interface. At the top, there is a blue navigation bar with tabs for HOME, INTERACTION, TICKETING, LOG CWC, and CUSTOMER. Below this, a secondary navigation bar includes options for LOG VOICE, EMAIL, FACEBOOK, FB MESSENGER, TWITTER, TWITTER DM, and INSTAGRAM. The TWITTER tab is currently selected. The main content area is titled 'List Twitter' and shows a 'List in Queue (1)' section. A message from 'Restu Dyah' is visible, dated 'Sat Mar 02 2019 12:12:46'. A yellow arrow points to the 'List in Queue (1)' header. On the right side of the interface, there are icons for a document, a green call button, and a profile picture.

Cara Penanganan

4. Klik  untuk pick up atau mengambil pesan dalam antrian
5. Sistem secara otomatis akan menampilkan pesan dari customer



The screenshot displays a social media management interface with the following components:

- Navigation Bar:** LOG VOICE, EMAIL, FACEBOOK, FB MESSENGER, **TWITTER**, TWITTER DM, INSTAGRAM.
- List Twitter:** A list of messages with a refresh icon. The selected message is from Restu Dyah (@rstudyah30) to @112Tarakan, dated Sat Mar 02 2019 12:12:46.
- Message Detail View:** Shows the profile of @rstudyah30 (Restu Dyah) with a refresh icon. The message content is "@112Tarakan halo selamat siang". Below the message is a reply box for @Tarakan112 with a "Send" button and an "End Interaction" button.
- Customer Profile Panel:** A dark-themed panel on the right showing customer details:
 - Profile: CWC, Cust Journey
 - Contact ID: [input field]
 - Cust ID: 2
 - Nama: Restu Dyah
 - Alamat: [input field]
 - HP: 081280559752 (Copy)
 - Phone: 8002 (Copy)
 - Email: restudyah30@gmail.com
 - FB Acc: 2125897950827758
 - Twitter Acc: 915517623294509057
 - Buttons: Submit, Add New Manual CWC

Cara Penanganan

6. Balas pesan pada kotak berikut

Reply via @Tarakan112

Send

End Interaction

7. Klik send

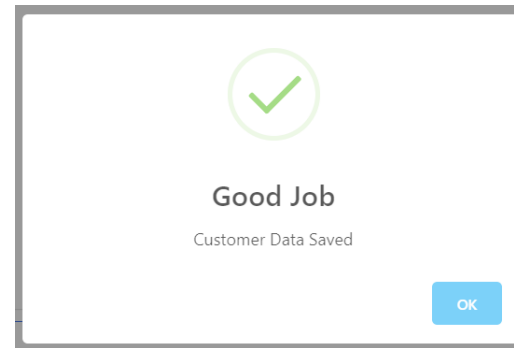
Reply via @Tarakan112

Send

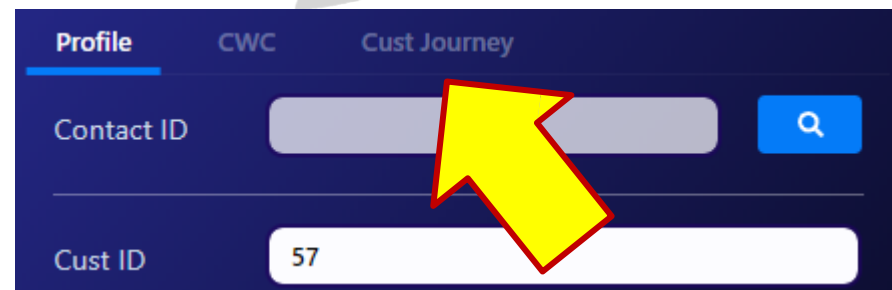
End Interaction

Cara Penanganan

4. Setelah data sukses tersimpan, akan muncul notifikasi seperti di bawah ini



5. Sebelum melanjutkan proses pencatatan (CWC), jika Anda ingin melihat Journey / History customer, klik Cust Journey



Cara Penanganan

- 6. Akan muncul Tampilan journey seperti di bawah ini
- 7. Klik tombol **Interaction** untuk melihat detail interaksi

The image displays a mobile application interface for 'Cust Journey' with a list of customer interactions. A green arrow points from the 'Interaction' button of the first entry to a detailed 'Interaction Chat' window. A yellow arrow points from the 'Interaction' button of the second entry to the 'List Facebook' section of the chat window.

Left Panel (Cust Journey List):

- Entry 1:** 2019-02-27 09:06:13, **Complaint**, Fuel Retail Marketing - Kelang. Buttons: Remark & Feedback, Interaction.
- Entry 2:** 2019-02-27 08:52:20, **Non Pengadua**, Lain-lain - Iseng. Buttons: Remark & Feedback, Interaction.
- Entry 3:** 2019-02-26 17:39:35, **Complaint**, Fuel Retail Marketing - Lanor.

Right Panel (Interaction Chat):

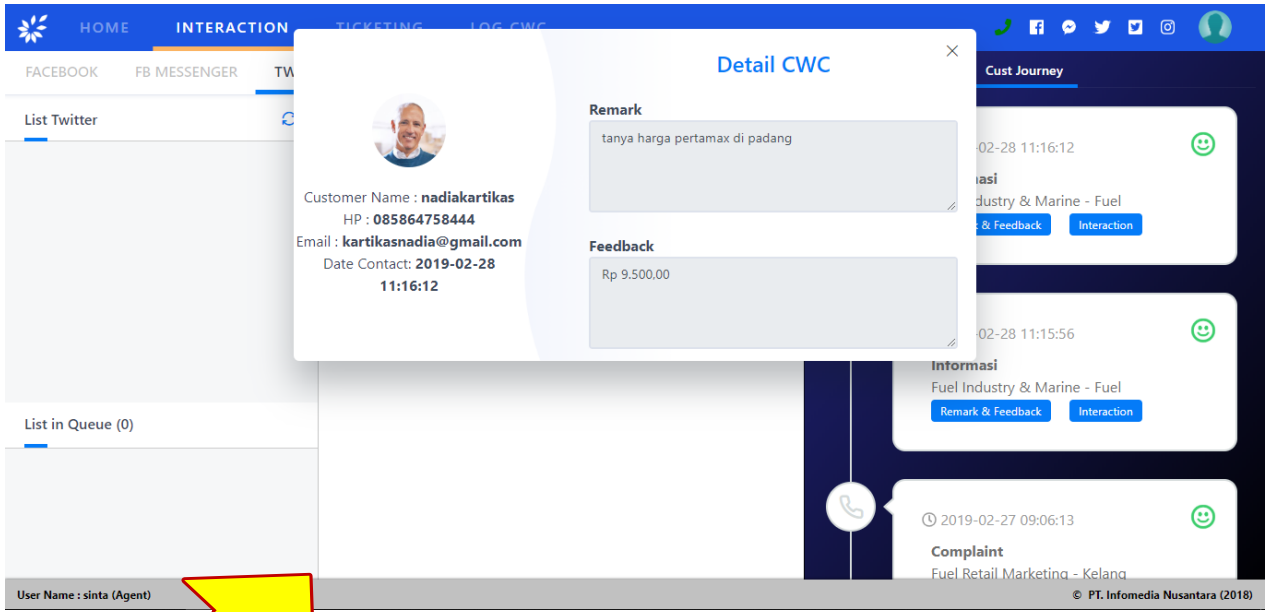
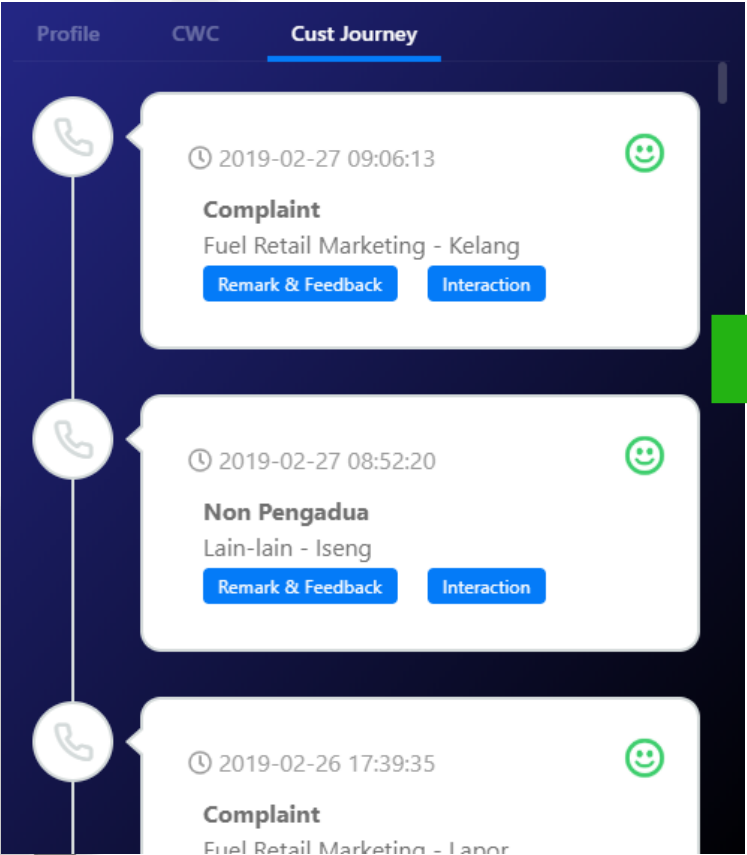
- Section: List Facebook**
- User:** Restu Dyah Purwanadewi (2125897950827758)
- Message:** Selamat pagi (112Tarakan) selamat malam, ada yang bisa kami bantu?
- Buttons:** End Interaction, Close
- Section: List in Queue (1)**

Bottom Panel (Cust Journey List):

- Entry 1:** 2019-03-04 09:41:23, **Non Pengadua**, Informasi-Lain-lain. Buttons: Remark & Feedback, Interaction.
- Entry 2:** 2019-03-04 08:23:05, **Pengaduan**, Pemadam Kebakaran-Kebakaran Ge. Buttons: Remark & Feedback, Interaction.
- Entry 3:** 2019-03-03 17:38:16, **Non Pengadua**, Informasi-Lain-lain. Buttons: Remark & Feedback, Interaction.

Cara Penanganan

7. Klik tombol **Remark & Feedback** untuk melihat detail CWC input dari agent (remark & feedback)

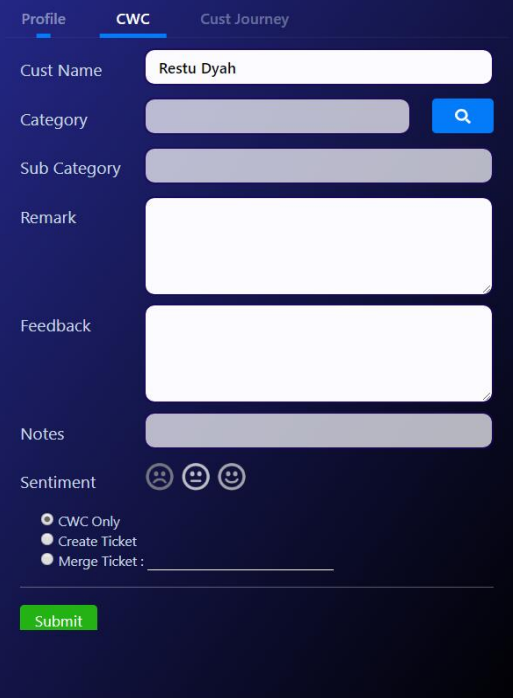


Cara Penanganan

8. Klik CWC untuk memproses laporan dari customer



9. Akan muncul tampilan seperti ini



Cara Penanganan

10. Kategorikan pesan sesuai kebutuhan

Profile **CWC** Cust Journey

Cust Name Restu Dyah

Category

Sub Category

Remark

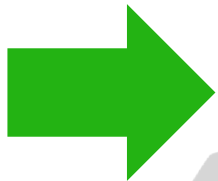
Feedback

Notes

Sentiment

CWC Only
 Create Ticket
 Merge Ticket : _____

Submit



Search Category Search:

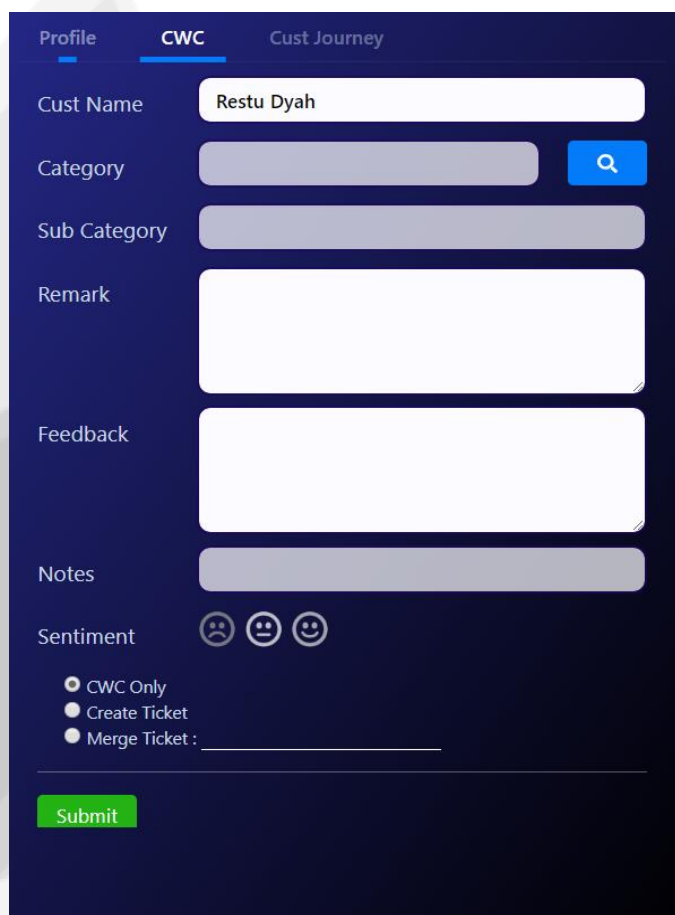
NO	CATEGORY	SUB CATEGORY	ACTION
1	Informasi	Cipta Karya-Informasi SKPD Cipta Karya	Select
2	Informasi	Bina Marga-Informasi SKPD Bina Marga	Select
3	Informasi	Disdukcapil-Informasi SKPD Disdukcapil	Select
4	Informasi	DPPKB-Informasi SKPD DPPKB	Select
5	Informasi	BKPSDM-informasi SKPD BKPSDM	Select
6	Informasi	Disporabudpar-Informasi SKPD Disporabudpar	Select
7	Informasi	Disperindag-Informasi SKPD Disperindag	Select
8	Non Pengaduan	Informasi-Lain-lain	Select
9	Non Pengaduan	Telepon Iseng-Telepon Iseng	Select
10	Non Pengaduan	Telepon Terputus-Telepon Terputus	Select

Showing 1 to 10 of 121 entries

Previous 1 2 3 4 5 ... 13 Next

Cara Penanganan

11. Isi kotak Remark dengan pesan yang disampaikan oleh customer
12. Isi kotak Feedback dengan uraian rangkuman solusi yang anda sampaikan



Profile **CWC** Cust Journey

Cust Name Restu Dyah

Category

Sub Category

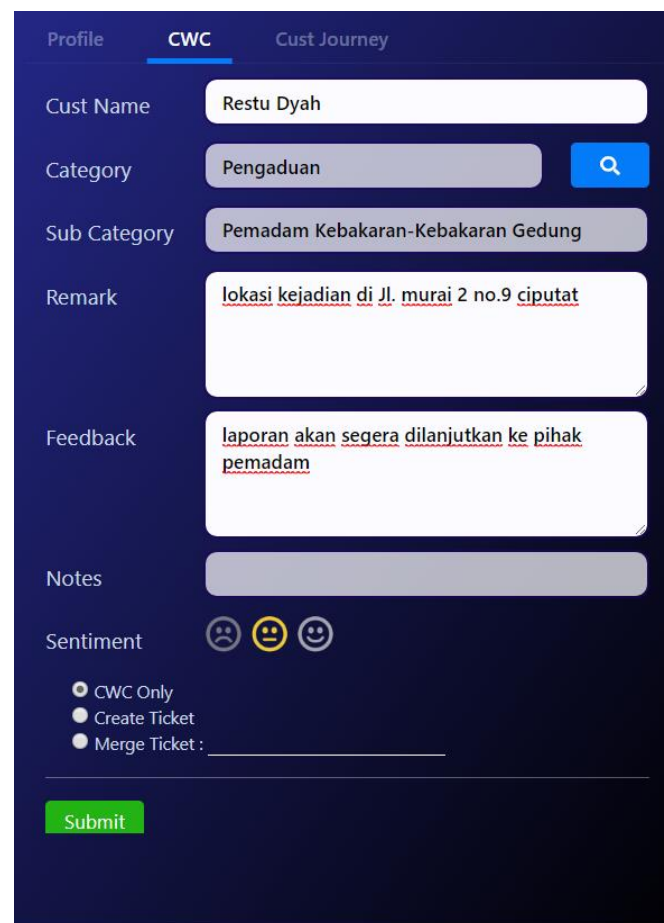
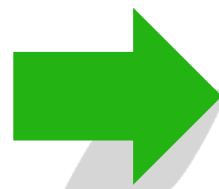
Remark

Feedback

Notes

Sentiment

CWC Only
 Create Ticket
 Merge Ticket : _____



Profile **CWC** Cust Journey

Cust Name Restu Dyah

Category Pengaduan

Sub Category Pemadam Kebakaran-Kebakaran Gedung

Remark lokasi kejadian di Jl. murai 2 no.9 ciputat

Feedback laporan akan segera dilanjutkan ke pihak pemadam

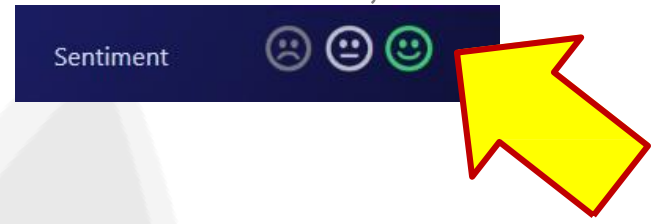
Notes

Sentiment

CWC Only
 Create Ticket
 Merge Ticket : _____

Cara Penanganan

13. Pilih sentiment, kemudian klik tombol 



14. Pilih tombol cwc only



15. Data **sukses tersimpan**, dan dapat anda lihat di sub menu LogCWC.

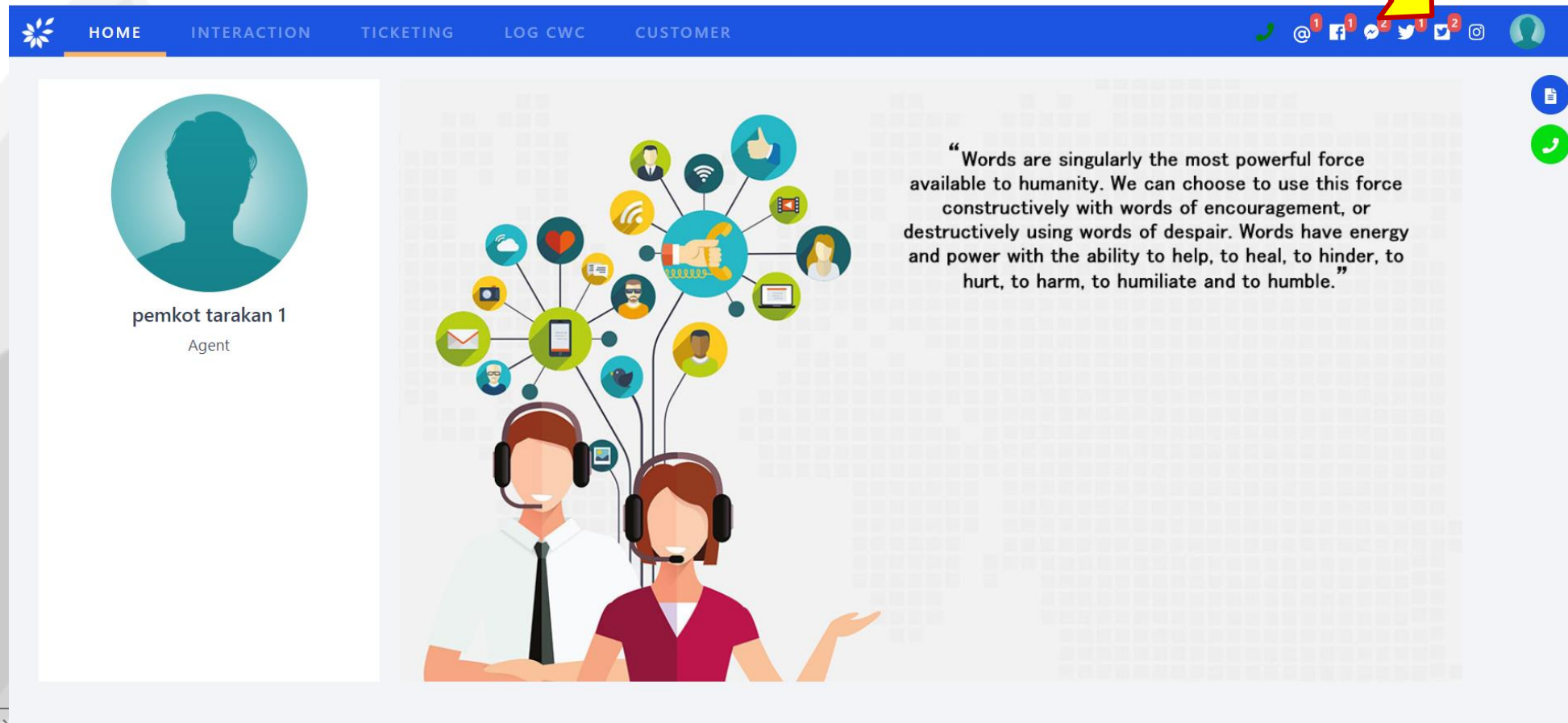


Twitter DM

channel

Cara Penanganan

1. Saat ada pesan masuk, otomatis akan muncul notifikasi pada menu bar
2. Klik icon social media yang ingin ditangani, atau klik menu interaction dan pilih Twitter DM



Cara Penanganan

3. Saat ada pesan masuk, otomatis akan masuk ke dalam list queue seperti di bawah ini.

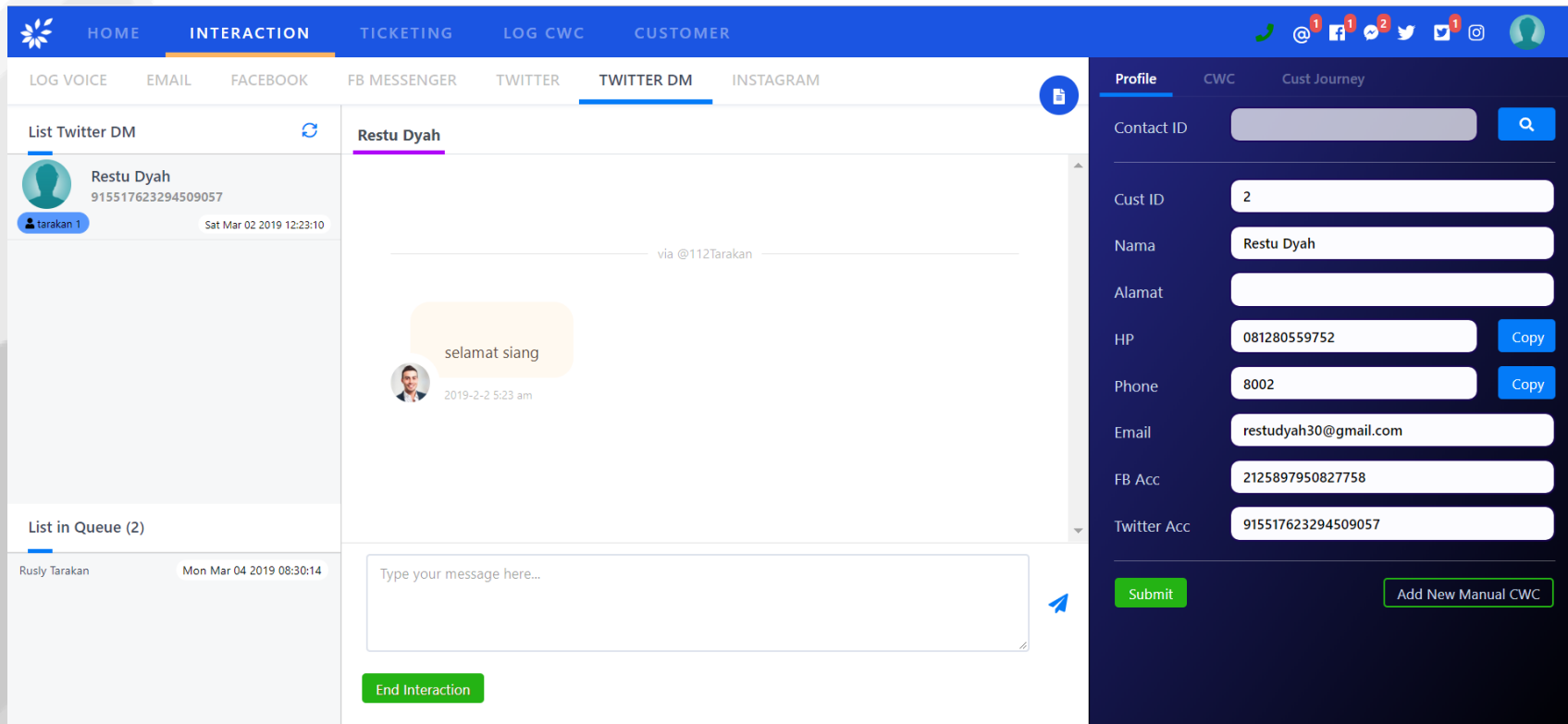
The screenshot shows a dashboard with a blue header containing navigation tabs: HOME, INTERACTION, TICKETING, LOG CWC, and CUSTOMER. Below the header, there are sub-tabs for LOG VOICE, EMAIL, FACEBOOK, FB MESSENGER, TWITTER, TWITTER DM, and INSTAGRAM. The TWITTER DM tab is selected. The main content area is divided into two sections: 'List Twitter DM' (which is currently empty) and 'List in Queue (2)'. The 'List in Queue (2)' section contains two entries:

Name	Time
Restu Dyah	Sat Mar 02 2019 12:23:10
Rusly Tarakan	Mon Mar 04 2019 08:30:14

A yellow arrow points to the 'List in Queue (2)' section. On the right side of the dashboard, there are icons for a phone, social media notifications (Facebook, Messenger, Twitter, Instagram), and a user profile.

Cara Penanganan

4. Klik  untuk pick up atau mengambil pesan dalam antrian
5. Sistem secara otomatis akan menampilkan pesan dari customer



The screenshot displays a customer service dashboard with a blue header and navigation tabs. The main content area is divided into two sections: a list of interactions and a detailed view of a specific interaction.

Navigation and Tabs: HOME, INTERACTION (selected), TICKETING, LOG CWC, CUSTOMER. Sub-tabs: LOG VOICE, EMAIL, FACEBOOK, FB MESSENGER, TWITTER, TWITTER DM (selected), INSTAGRAM.

Left Panel (List of Interactions):

- List Twitter DM:** Includes a refresh icon and a list item for Restu Dyah (915517623294509057) with a status of 'tarakan 1' and a timestamp of 'Sat Mar 02 2019 12:23:10'.
- List in Queue (2):** Includes a list item for Rusly Tarakan with a timestamp of 'Mon Mar 04 2019 08:30:14'.

Right Panel (Detailed View of Restu Dyah):

- Profile:** Shows contact information including Contact ID, Cust ID (2), Name (Restu Dyah), Address, HP (081280559752), Phone (8002), Email (restudyah30@gmail.com), FB Acc (2125897950827758), and Twitter Acc (915517623294509057). Buttons for 'Copy' are present next to the HP and Phone fields.
- Message Content:** Shows a message from Restu Dyah: 'selamat siang' (Good afternoon) with a timestamp of '2019-2-2 5:23 am'.
- Input and Action:** A text input field with the placeholder 'Type your message here...' and a blue arrow icon. Below it is a green 'End Interaction' button.
- Footer:** A green 'Submit' button and a green 'Add New Manual CWC' button.

Cara Penanganan

6. Balas pesan pada kotak berikut

Type your message here...



End Interaction

7. Klik  untuk mengirim pesan

selamat siang, ada yang bisa kami bantu?

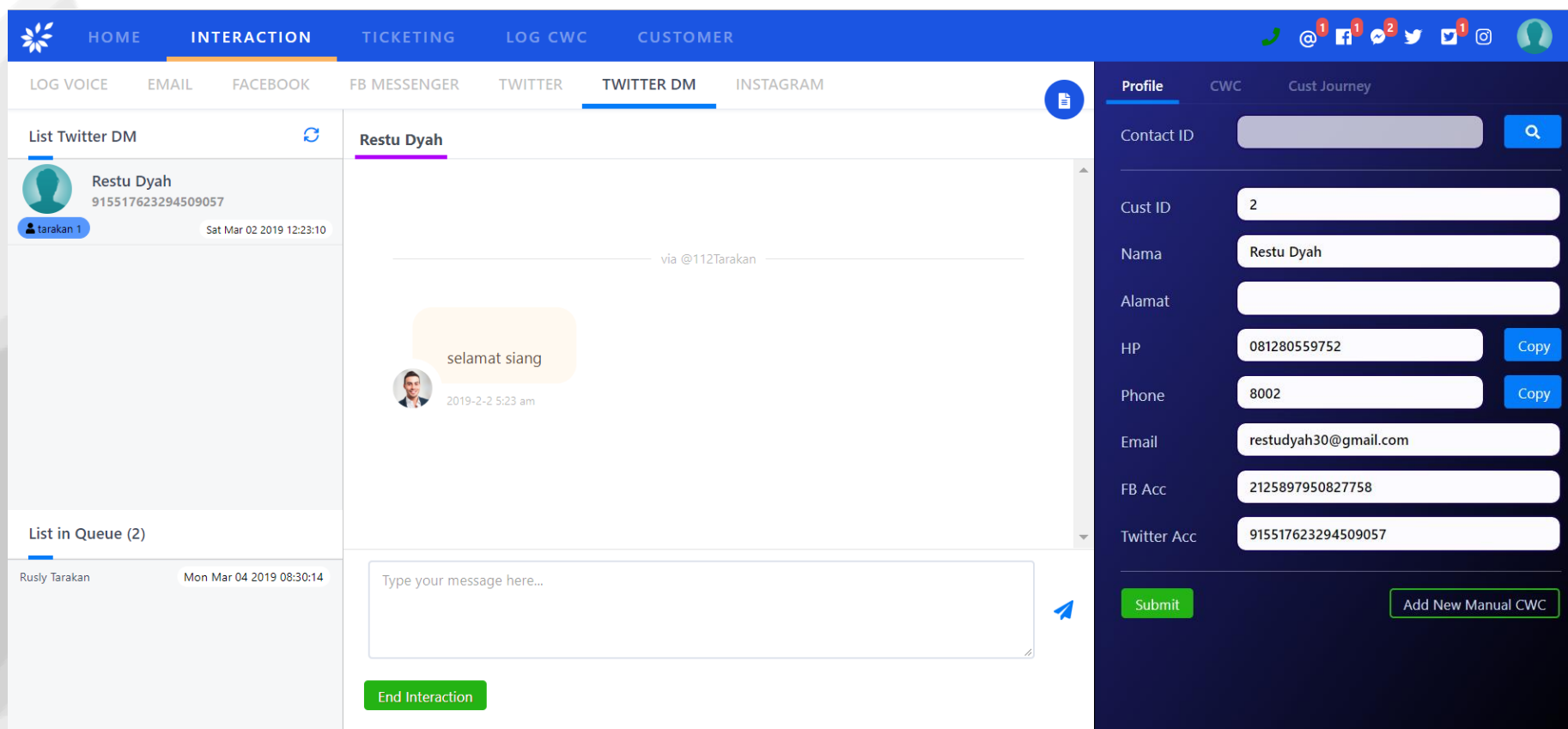


End Interaction

8. Klik  untuk mengakhiri pembicaraan

Cara Penanganan

9. Jika customer telah menghubungi channel lain, klik tombol  pada gambar dibawah ini untuk merge data profile customer.




The screenshot displays a customer management interface with a blue header and a dark blue sidebar. The main content area is divided into two sections: a list of interactions and a detailed profile view.

Header: HOME, INTERACTION, TICKETING, LOG CWC, CUSTOMER

Sub-headers: LOG VOICE, EMAIL, FACEBOOK, FB MESSENGER, TWITTER, TWITTER DM, INSTAGRAM

Profile Section (Right):

- Profile
- CWC
- Cust Journey
- Contact ID: 
- Cust ID:
- Nama:
- Alamat:
- HP:
- Phone:
- Email:
- FB Acc:
- Twitter Acc:
-

Interaction List (Left):

- List Twitter DM
- Restu Dyah (915517623294509057)
- tarakan 1 (Sat Mar 02 2019 12:23:10)
- List in Queue (2)
- Rusly Tarakan (Mon Mar 04 2019 08:30:14)

Message Detail (Center):

- via @112Tarakan
- selamat siang (2019-2-2 5:23 am)
- Type your message here...
-



Cara Penanganan

10. Akan muncul list data customer, klik button **Merge** untuk menggabungkan dari masing-masing channel agar dapat melihat customer journey atau history sebelumnya dari berbagai channel

The screenshot displays a web application interface for customer management. A 'Search Customer' modal is open, showing a table with 10 customer entries. Each entry includes a 'Merge' button. The background shows a user profile for 'Akhmad Faudzan' and a navigation menu with options like HOME, INTERACTION, TICKETING, LOG C/W, and CUSTOMER. The footer indicates the user is 'fauzan (Agent)' and the system is 'PT. Infomedia Nusantara (2018)'.

NO	CUST ID	NAMA	EMAIL	HP	PHONE	FACEBOOK	TWITTER	TELEGRAM	ACTION
1	84081	Hafidzhere Octo	iam.zer3012@gmail.com	08532178	081221540306	1982041205212389	1069845077395038210	592790191	Merge
2	84082	Akhmad Faudzan Bakri	faudzanbakri@bclaboratory.co	08918547872	041321804				Merge
3	84085			081					Merge
4	84086				0217211368				Merge
5	84087				0217393230				Merge
6	84088	irham	irhamhafidz30@gmail.com						Merge
7	84089	faudzan	faudzanbakri@gmail.com						Merge
8	84090	dimaz	dimaz1206@gmail.com						Merge
9	84091	Irham Hafidz				2194516533905327			Merge
10	84092	infomedia_testing					1062034560454549508		Merge

Showing 1 to 10 of 284 entries

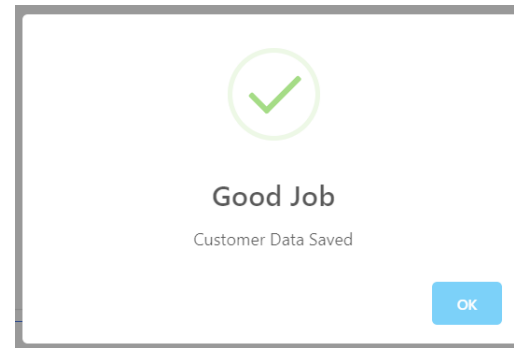
Navigation: Previous 1 2 3 4 5 ... 29 Next

User Name : fauzan (Agent)

© PT. Infomedia Nusantara (2018)

Cara Penanganan

11. Setelah data sukses tersimpan, akan muncul notifikasi seperti di bawah ini



12. Sebelum melanjutkan proses pencatatan (CWC), jika Anda ingin melihat Journey / History customer, klik Cust Journey



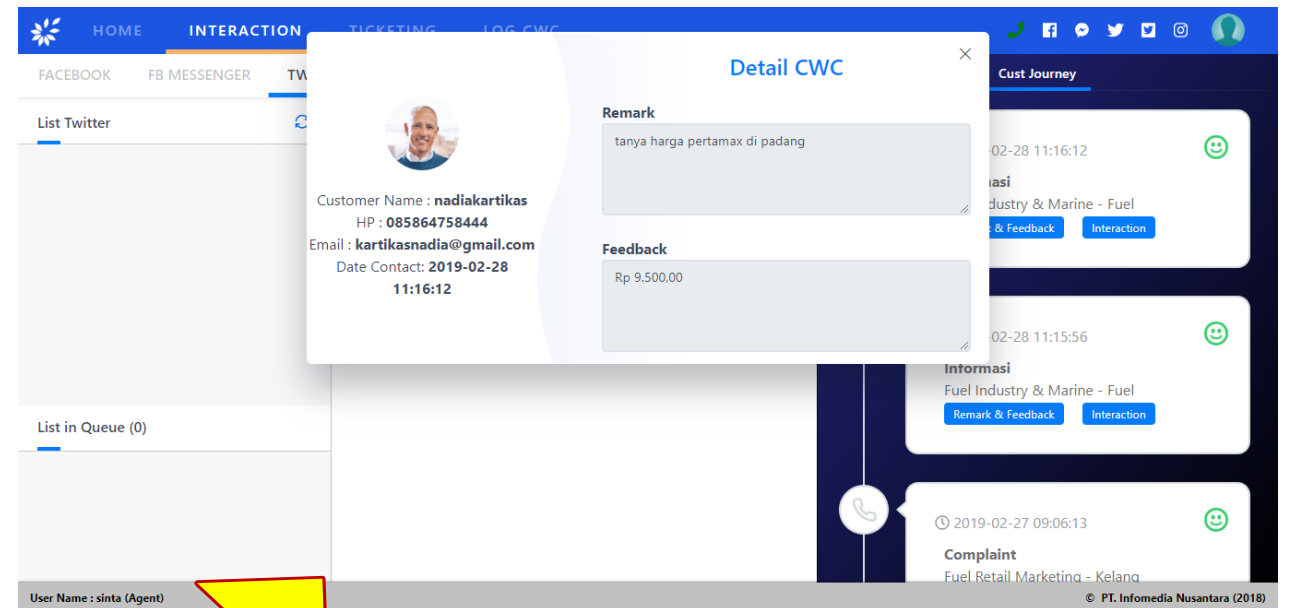
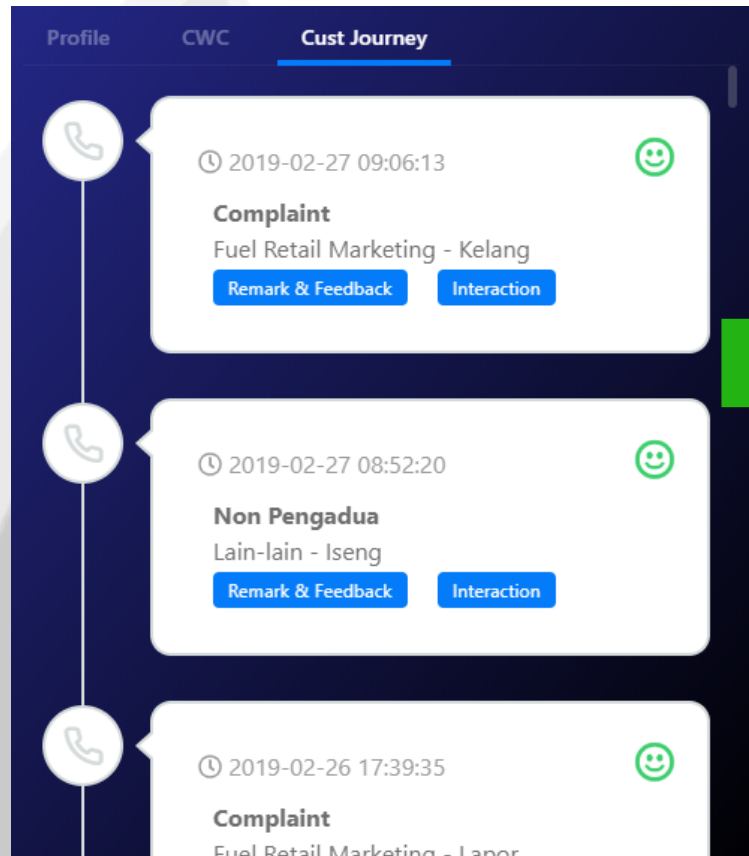
Cara Penanganan

- 13. Akan muncul Tampilan journey seperti di bawah ini
- 14. Klik tombol **Interaction** untuk melihat detail interaksi

The image illustrates the process of handling customer interactions. On the left, a mobile application interface shows a 'Cust Journey' screen with a list of customer issues. Each issue card includes a timestamp, a title, a description, and two buttons: 'Remark & Feedback' and 'Interaction'. A green arrow points from the 'Interaction' button of the first issue to a desktop interface. The desktop interface shows a list of interactions under the 'FACEBOOK' tab. A pop-up window titled 'Interaction Chat' displays a chat conversation with a customer named Restu Dyah Purwanadewi. A yellow arrow points to the 'Interaction' button in the desktop interface, which is used to view the details of a specific interaction.

Cara Penanganan

15. Klik tombol **Remark & Feedback** untuk melihat detail CWC input dari agent (remark & feedback)

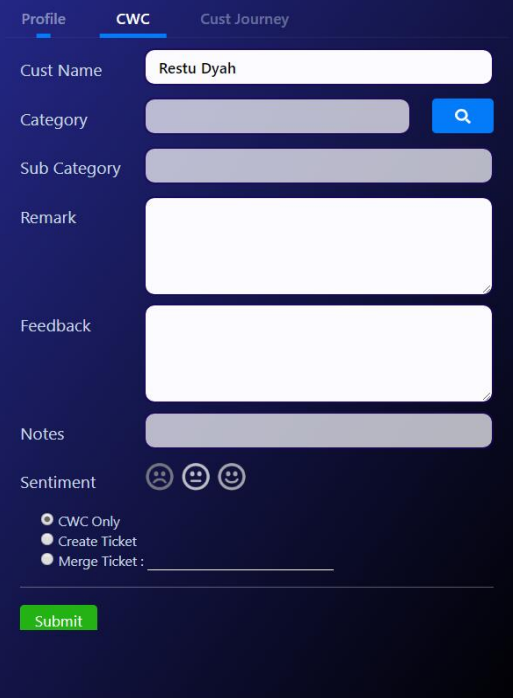


Cara Penanganan

16. Klik CWC untuk memproses laporan dari customer



17. Akan muncul tampilan seperti ini



Cara Penanganan

18. Kategorikan pesan sesuai kebutuhan

Profile **CWC** Cust Journey

Cust Name Restu Dyah

Category

Sub Category

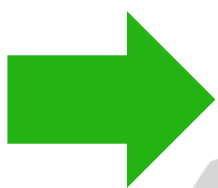
Remark

Feedback

Notes

Sentiment

CWC Only
 Create Ticket
 Merge Ticket : _____



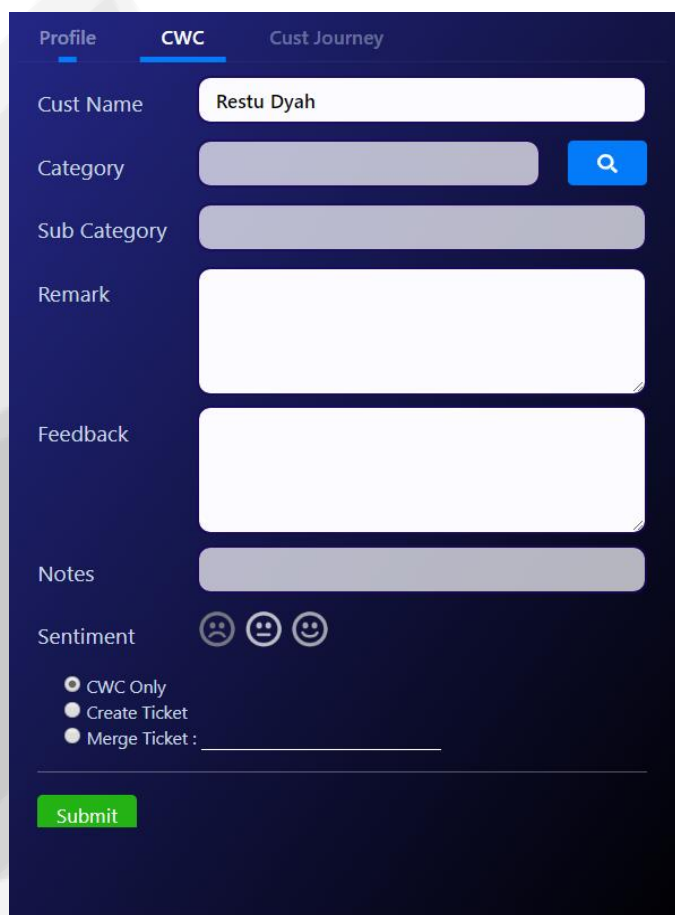
Search Category

NO	CATEGORY	SUB CATEGORY	ACTION
1	Informasi	Cipta Karya-Informasi SKPD Cipta Karya	<input type="button" value="Select"/>
2	Informasi	Bina Marga-Informasi SKPD Bina Marga	<input type="button" value="Select"/>
3	Informasi	Disdukcapil-Informasi SKPD Disdukcapil	<input type="button" value="Select"/>
4	Informasi	DPPKB-Informasi SKPD DPPKB	<input type="button" value="Select"/>
5	Informasi	BKPSDM-informasi SKPD BKPSDM	<input type="button" value="Select"/>
6	Informasi	Disporabudpar-Informasi SKPD Disporabudpar	<input type="button" value="Select"/>
7	Informasi	Disperindag-Informasi SKPD Disperindag	<input type="button" value="Select"/>
8	Non Pengaduan	Informasi-Lain-lain	<input type="button" value="Select"/>
9	Non Pengaduan	Telepon Iseng-Telepon Iseng	<input type="button" value="Select"/>
10	Non Pengaduan	Telepon Terputus-Telepon Terputus	<input type="button" value="Select"/>

Showing 1 to 10 of 121 entries

Cara Penanganan

19. Isi kotak Remark dengan pesan yang disampaikan oleh customer
20. Isi kotak Feedback dengan uraian rangkuman solusi yang anda sampaikan



Profile **CWC** Cust Journey

Cust Name Restu Dyah

Category

Sub Category

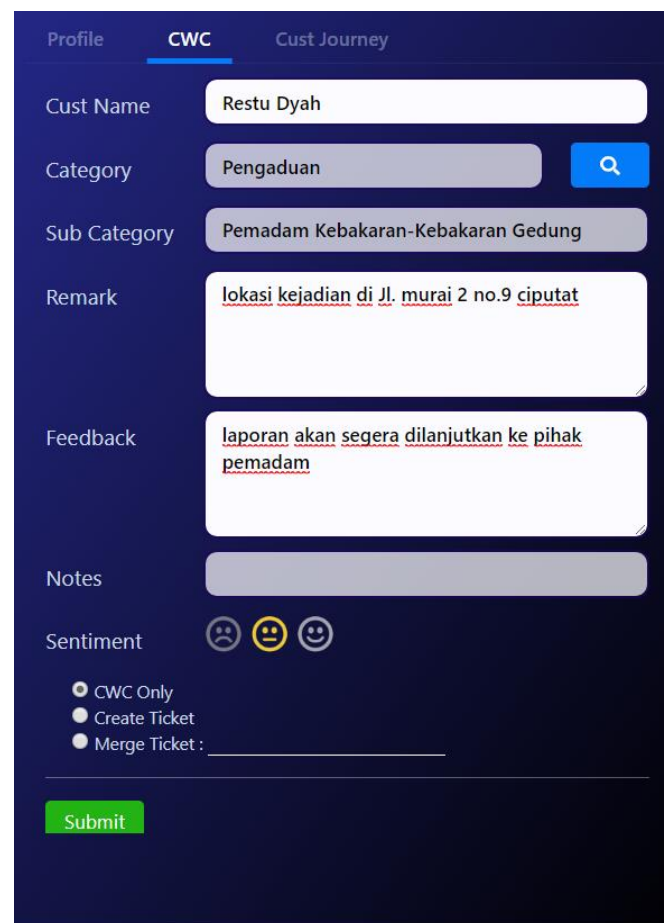
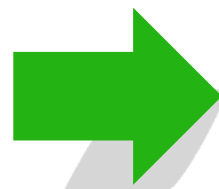
Remark

Feedback

Notes

Sentiment

CWC Only
 Create Ticket
 Merge Ticket : _____



Profile **CWC** Cust Journey

Cust Name Restu Dyah

Category Pengaduan

Sub Category Pemadam Kebakaran-Kebakaran Gedung

Remark lokasi kejadian di Jl. murai 2 no.9 ciputat

Feedback laporan akan segera dilanjutkan ke pihak pemadam

Notes

Sentiment

CWC Only
 Create Ticket
 Merge Ticket : _____

Cara Penanganan

21. Pilih sentiment, kemudian klik tombol 



22. Pilih tombol cwc only



23. Data **sukses tersimpan**, dan dapat anda lihat di sub menu LogCWC.



Instagram

channel

Cara Penanganan

1. Saat ada pesan masuk, otomatis akan muncul notifikasi pada menu bar
2. Klik icon social media yang ingin ditangani, atau klik menu interaction dan pilih instagram

HOME INTERACTION TICKETING LOG CWC CUSTOMER

pemkot tarakan 1
Agent

“Words are singularly the most powerful force available to humanity. We can choose to use this force constructively with words of encouragement, or destructively using words of despair. Words have energy and power with the ability to help, to heal, to hinder, to hurt, to harm, to humiliate and to humble.”

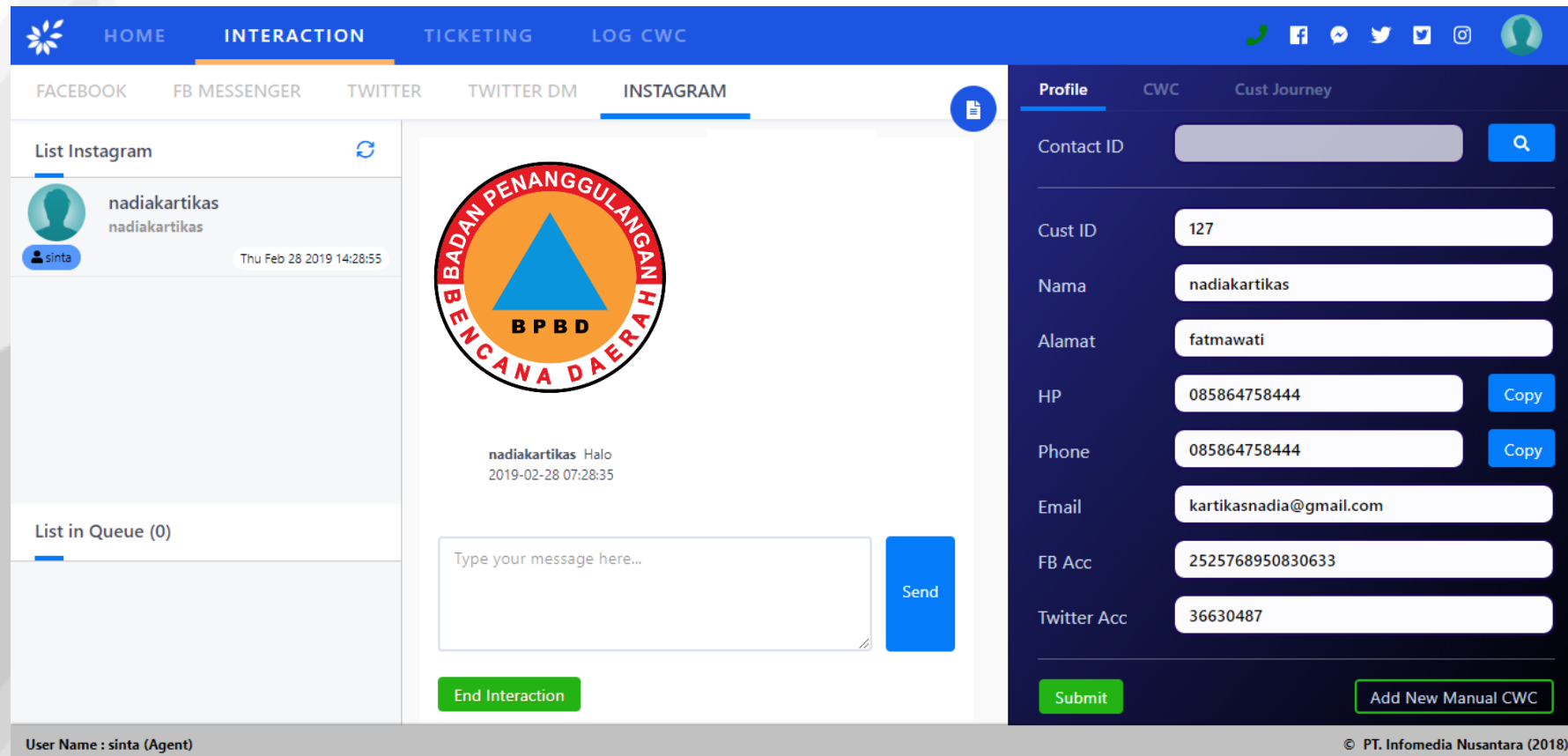
Cara Penanganan

3. Saat ada pesan masuk, otomatis akan masuk ke dalam list queue seperti di bawah ini.

The screenshot displays a customer service dashboard with a blue header bar containing navigation tabs: HOME, INTERACTION (selected), TICKETING, and LOG CWC. On the right side of the header, there are icons for a phone, Facebook, Messenger, Twitter, and Instagram, along with a user profile icon. Below the header, a sub-menu shows options for FACEBOOK, FB MESSENGER, TWITTER, TWITTER DM, and INSTAGRAM (selected). The main content area is titled 'List Instagram' and shows a 'List in Queue (1)' section. A message from 'nadiakartikas' is visible, dated 'Thu Feb 28 2019 14:28:55'. A yellow arrow points to this message. At the bottom left, the user name 'User Name : sinta (Agent)' is displayed, and at the bottom right, the copyright notice '© PT. Infomedia Nusantara (2018)' is present.

Cara Penanganan

4. Klik  untuk pick up atau mengambil pesan dalam antrian
5. Sistem secara otomatis akan menampilkan pesan dari customer



The screenshot displays a customer service interface with a blue header and navigation tabs. The main content area is divided into three sections:

- Left Panel:** Contains a 'List Instagram' section with a refresh icon and a message from 'nadiakartikas' (nadiakartikas) received on Thu Feb 28 2019 14:28:55. Below it is a 'List in Queue (0)' section.
- Center Panel:** Shows a message from 'nadiakartikas' with a circular logo for 'BADAN PENANGGULANGAN BENCANA DAERAH BPBD'. The message text is 'Halo' and the timestamp is '2019-02-28 07:28:35'. Below the message is a text input field with the placeholder 'Type your message here...' and a blue 'Send' button. At the bottom of this panel is a green 'End Interaction' button.
- Right Panel:** Displays a 'Profile' section for the customer. It includes a search bar for 'Contact ID' and several input fields for customer details:
 - Cust ID: 127
 - Nama: nadiakartikas
 - Alamat: fatmawati
 - HP: 085864758444 (with a blue 'Copy' button)
 - Phone: 085864758444 (with a blue 'Copy' button)
 - Email: kartikasnadia@gmail.com
 - FB Acc: 2525768950830633
 - Twitter Acc: 36630487At the bottom of the right panel are a green 'Submit' button and a green 'Add New Manual CWC' button.

The footer of the dashboard shows 'User Name : sinta (Agent)' on the left and '© PT. Infomedia Nusantara (2018)' on the right.

Cara Penanganan

6. Balas pesan pada kotak berikut

Type your message here...

Send

End Interaction

7. Klik send

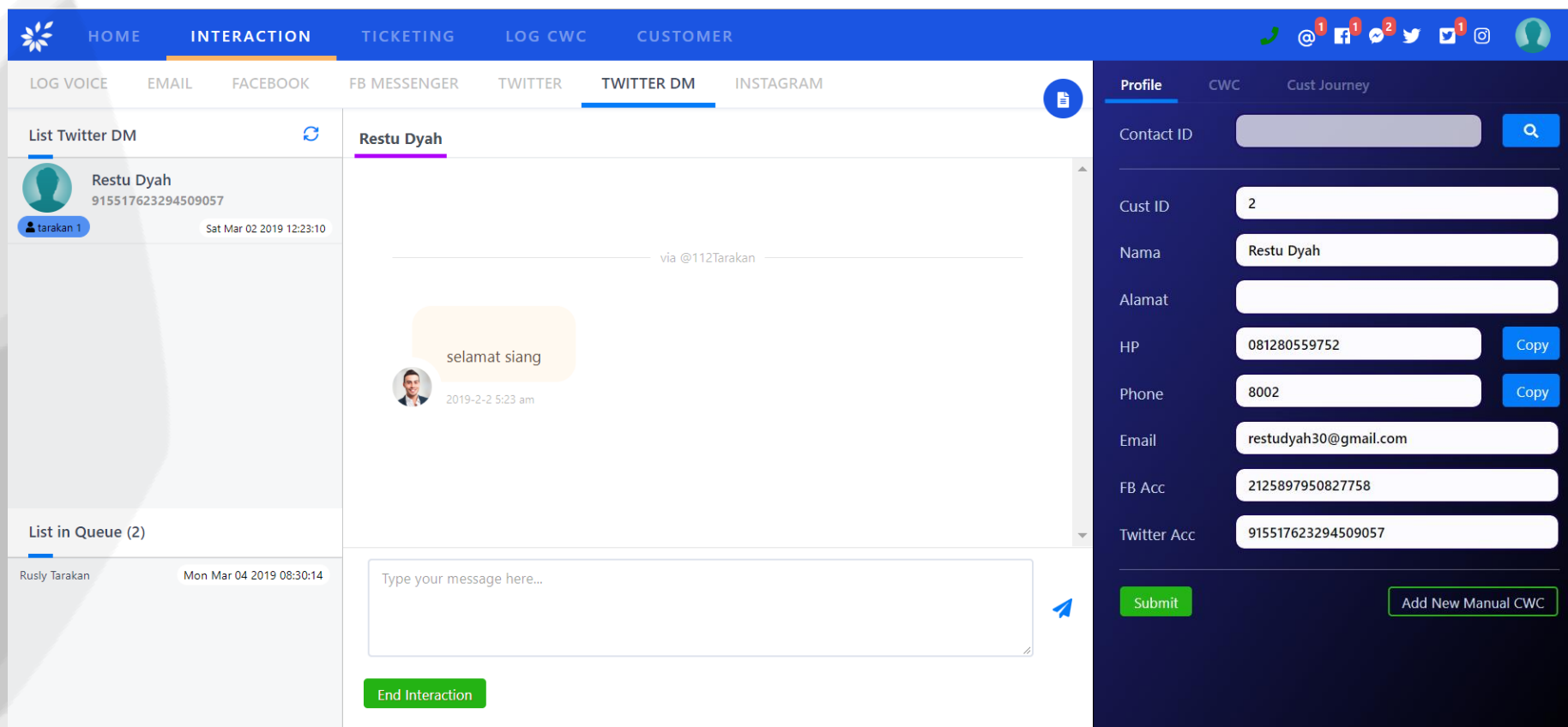
selamat siang, ada yang bisa kami bantu?

Send

End Interaction

Cara Penanganan

8. Jika customer telah menghubungi channel lain, klik tombol  pada gambar dibawah ini untuk merge data profile customer.



The screenshot displays a customer service interface with a blue header and navigation tabs. The main area is split into a chat window on the left and a customer profile panel on the right.

Chat Window:

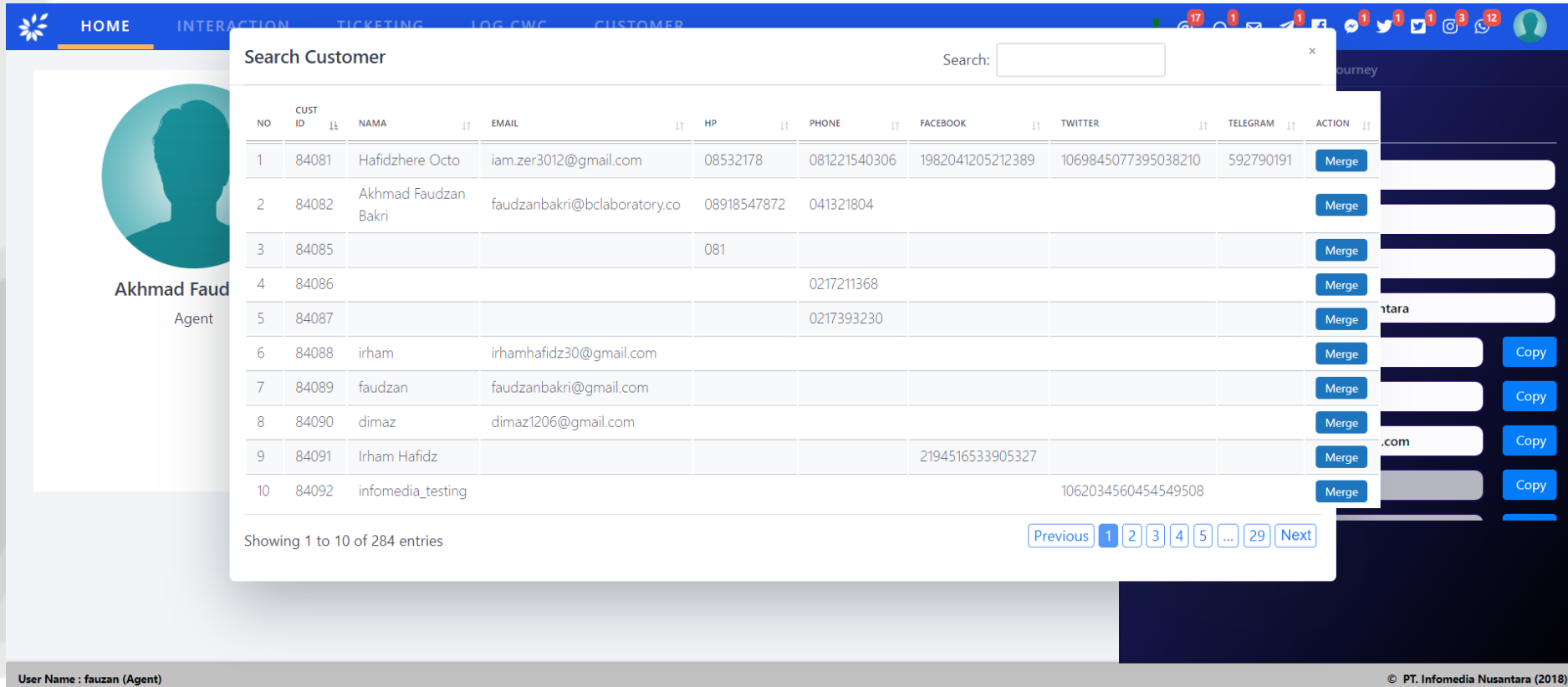
- List Twitter DM:** Shows a message from Restu Dyah (915517623294509057) received on Sat Mar 02 2019 12:23:10.
- List in Queue (2):** Shows a message from Rusly Tarakan received on Mon Mar 04 2019 08:30:14.
- Active Chat:** Shows a message from Restu Dyah: "selamat siang" (received 2019-2-2 5:23 am) via @112Tarakan. Below the message is a text input field "Type your message here..." and an "End Interaction" button.

Customer Profile Panel:

- Profile:** CWC, Cust Journey
- Contact ID:** [Searchable field]
- Cust ID:** 2
- Nama:** Restu Dyah
- Alamat:** [Empty field]
- HP:** 081280559752 (Copy)
- Phone:** 8002 (Copy)
- Email:** restudyah30@gmail.com
- FB Acc:** 2125897950827758
- Twitter Acc:** 915517623294509057
- Buttons:** Submit, Add New Manual CWC

Cara Penanganan

9. Akan muncul list data customer, klik button **Merge** untuk menggabungkan dari masing-masing channel agar dapat melihat customer journey atau history sebelumnya dari berbagai channel

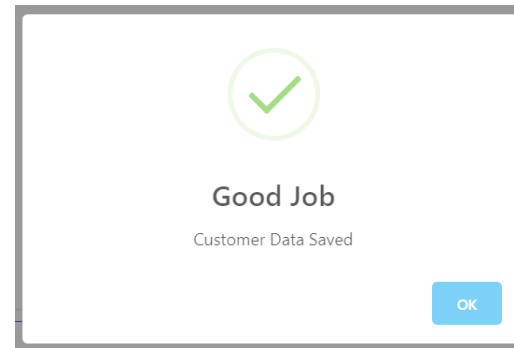


The screenshot displays a web application interface for customer management. A 'Search Customer' modal is open, showing a table with 10 customer entries. Each entry includes a 'Merge' button. The table columns are: NO, CUST ID, NAMA, EMAIL, HP, PHONE, FACEBOOK, TWITTER, TELEGRAM, and ACTION. The background shows a user profile for 'Akhmad Faudzan' and a navigation menu with options like HOME, INTERACTION, TICKETING, LOG C/W, and CUSTOMER. The footer indicates the user is 'fauzan (Agent)' and the copyright is for PT. Infomedia Nusantara (2018).

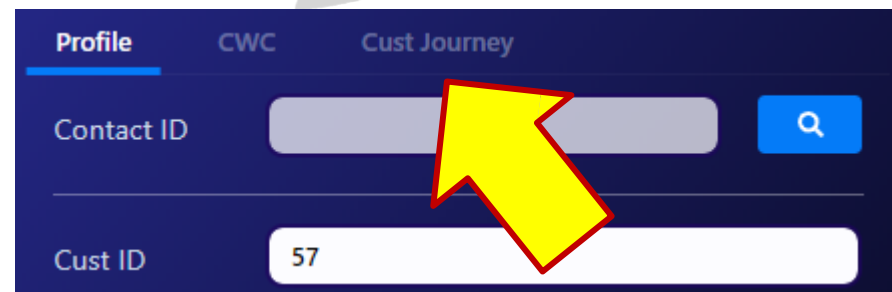
NO	CUST ID	NAMA	EMAIL	HP	PHONE	FACEBOOK	TWITTER	TELEGRAM	ACTION
1	84081	Hafidzhere Octo	iam.zer3012@gmail.com	08532178	081221540306	1982041205212389	1069845077395038210	592790191	Merge
2	84082	Akhmad Faudzan Bakri	faudzanbakri@bclaboratory.co	08918547872	041321804				Merge
3	84085			081					Merge
4	84086				0217211368				Merge
5	84087				0217393230				Merge
6	84088	irham	irhamhafidz30@gmail.com						Merge
7	84089	faudzan	faudzanbakri@gmail.com						Merge
8	84090	dimaz	dimaz1206@gmail.com						Merge
9	84091	Irham Hafidz				2194516533905327			Merge
10	84092	infomedia_testing					1062034560454549508		Merge

Cara Penanganan

10. Setelah data sukses tersimpan, akan muncul notifikasi seperti di bawah ini



11. Sebelum melanjutkan proses pencatatan (CWC), jika Anda ingin melihat Journey / History customer, klik Cust Journey



Cara Penanganan

- 12. Akan muncul Tampilan journey seperti di bawah ini
- 13. Klik tombol **Interaction** untuk melihat detail interaksi

The image displays a mobile application interface for 'Cust Journey' with three complaint entries. A green arrow points from the first entry to a screenshot of the 'Interaction Chat' window. A yellow arrow points from the 'Interaction' button in the first entry to the 'Interaction Chat' window.

Profile **CWC** **Cust Journey**

2019-02-27 09:06:13
Complaint
Fuel Retail Marketing - Kelang
Remark & Feedback Interaction

2019-02-27 08:52:20
Non Pengadua
Lain-lain - Iseng
Remark & Feedback Interaction

2019-02-26 17:39:35
Complaint
Fuel Retail Marketing - Lanor

HOME INTERACTION TICKETING LOG CWC CUSTOMER

LOG VOICE EMAIL FACEBOOK

List Facebook

Restu Dyah Purwanadewi
2125897950827758
tarakan.1 Mon Mar 04 2019 09:42:59

Interaction Chat

Restu Dyah Purwanadewi
Selamat pagi
112Tarakan selamat malam, ada yang bisa kami bantu?

Close

End Interaction

List in Queue (1)

Cust Journey

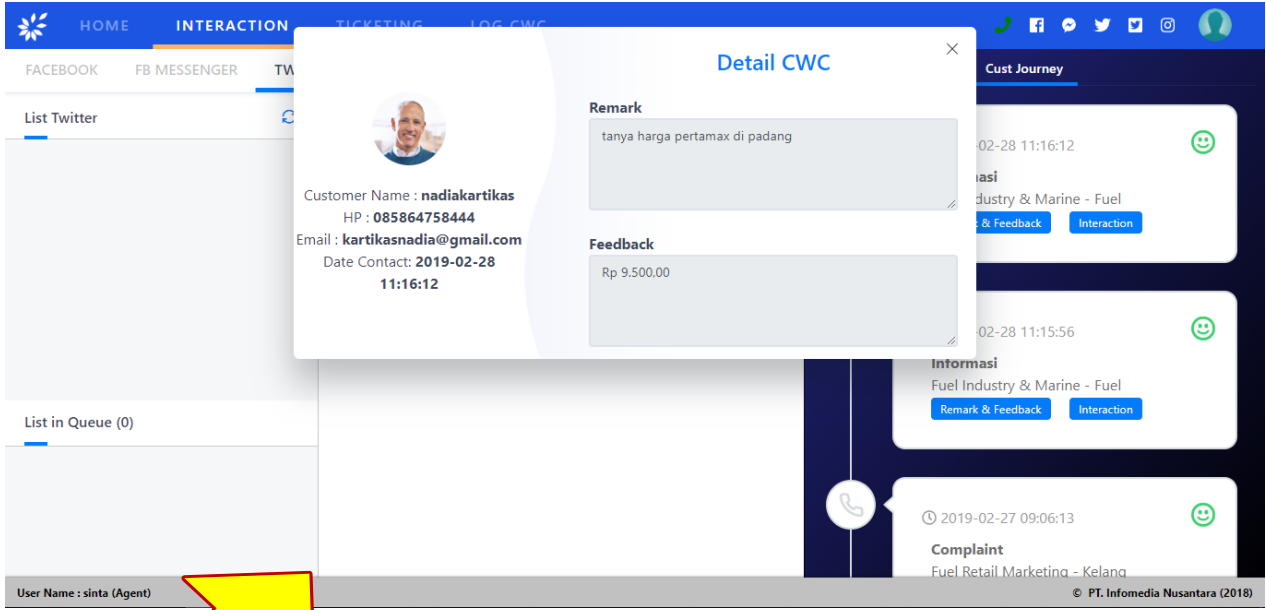
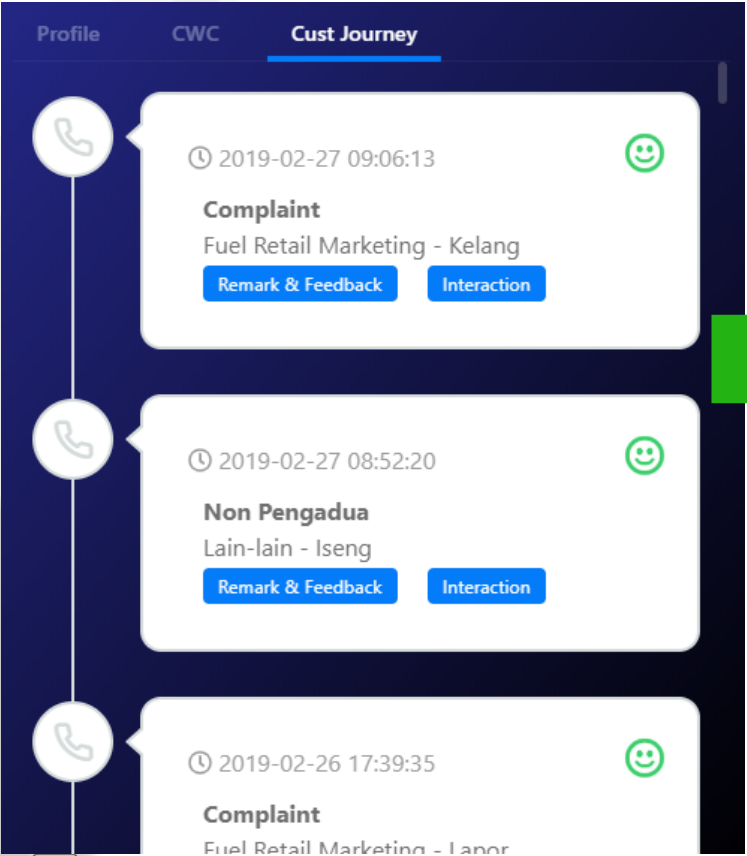
2019-03-04 09:41:23
Non Pengadua
formasi-Lain-lain
Remark & Feedback Interaction

2019-03-04 08:23:05
Pengaduan
Pemadam Kebakaran-Kebakaran Ge
Remark & Feedback Interaction

2019-03-03 17:38:16
Non Pengadua
Informasi-Lain-lain
Remark & Feedback Interaction

Cara Penanganan

14. Klik tombol **Remark & Feedback** untuk melihat detail CWC input dari agent (remark & feedback)

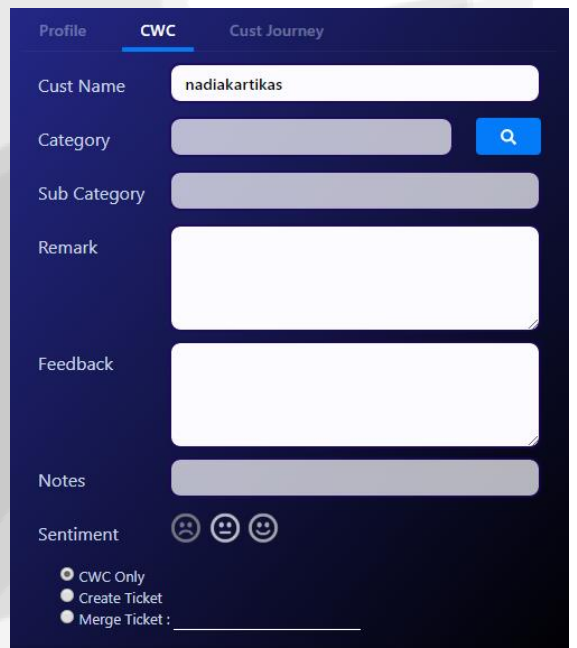


Cara Penanganan

15. Klik CWC untuk memproses laporan dari customer



16. Akan muncul tampilan seperti ini



Cara Penanganan

17. Kategorikan pesan sesuai kebutuhan

Profile **CWC** Cust Journey

Cust Name

Category

Sub Category

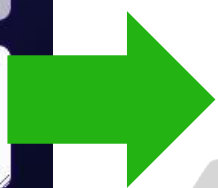
Remark

Feedback

Notes

Sentiment

CWC Only
 Create Ticket
 Merge Ticket : _____



Search Category

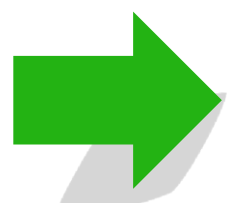
NO	CATEGORY	SUB CATEGORY	ACTION
1	Informasi	Cipta Karya-Informasi SKPD Cipta Karya	<input type="button" value="Select"/>
2	Informasi	Bina Marga-Informasi SKPD Bina Marga	<input type="button" value="Select"/>
3	Informasi	Disdukcapil-Informasi SKPD Disdukcapil	<input type="button" value="Select"/>
4	Informasi	DPPKB-Informasi SKPD DPPKB	<input type="button" value="Select"/>
5	Informasi	BKPSDM-informasi SKPD BKPSDM	<input type="button" value="Select"/>
6	Informasi	Disporabudpar-Informasi SKPD Disporabudpar	<input type="button" value="Select"/>
7	Informasi	Disperindag-Informasi SKPD Disperindag	<input type="button" value="Select"/>
8	Non Pengaduan	Informasi-Lain-lain	<input type="button" value="Select"/>
9	Non Pengaduan	Telepon Iseng-Telepon Iseng	<input type="button" value="Select"/>
10	Non Pengaduan	Telepon Terputus-Telepon Terputus	<input type="button" value="Select"/>

Showing 1 to 10 of 121 entries

Cara Penanganan

- 18. Isi kotak Remark dengan pesan yang disampaikan oleh customer
- 19. Isi kotak Feedback dengan uraian rangkuman solusi yang anda sampaikan

The screenshot shows the CWC (Customer Work Center) interface. At the top, there are tabs for 'Profile', 'CWC', and 'Cust Journey'. The 'CWC' tab is active. Below the tabs, there are several input fields: 'Cust Name' with the value 'nadiakartikas', 'Category' (empty), 'Sub Category' (empty), 'Remark' (empty), 'Feedback' (empty), and 'Notes' (empty). At the bottom, there are three sentiment icons (sad, neutral, happy) and a section for 'Sentiment' with radio buttons for 'CWC Only', 'Create Ticket', and 'Merge Ticket'.



The screenshot shows the CWC interface after the Remark and Feedback fields have been filled. The 'Remark' field contains the text 'tanya harga pertamax wilayah padang' and the 'Feedback' field contains 'Rp 9.500,00'. The 'Sentiment' section now shows the happy face icon selected, indicating a positive sentiment. The other fields and tabs remain the same as in the previous screenshot.

Cara Penanganan

20. Pilih sentiment, kemudian klik tombol 



21. Pilih tombol cwc only



22. Data **sukses tersimpan**, dan dapat anda lihat di sub menu LogCWC.



Log CWC

Cara Penggunaan?

- 1. Untuk membuka log CWC, klik menu LOG CWC
- 2. Akan muncul halaman berikut ini

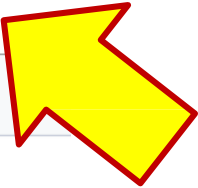
NO	DATE	NAME	HP	PHONE 1	PHONE 2	EMAIL	CHANNEL	REMARK	ACTION
1	2019-03-04 09:41:23	Restu Dyah	081280559752	8002		restudyah30@gmail.com	Facebook	tea	Detail
2	2019-03-04 08:23:05	Restu Dyah	081280559752	8002		restudyah30@gmail.com	Voice	lokasi kejadian di Jl. murai 2 no.9 ciputat	Detail
3	2019-03-03 17:38:16	Restu Dyah	081280559752	8002		restudyah30@gmail.com	Facebook	tes	Detail
4	2019-03-03 11:28:37	Teguh	082255552597				Voice	08115555002	Detail
5	2019-03-03 11:25:02	Teguh	082255552597				Voice	kebakaran sebengkok waru rt 11 dekat sd 030	Detail
6	2019-03-03 10:45:24	Restu Dyah	081280559752	8002		restudyah30@gmail.com	Voice	tes	Detail
7	2019-03-03 10:35:56	Restu Dyah	081280559752	8002		restudyah30@gmail.com	Facebook Messenger	tes	Detail
8	2019-03-03 09:34:32	Teguh	082255552597				Voice	minta ambulance	Detail
9	2019-03-02 23:26:38	Agung Prasetyo				p.agunk.prasetyo@gmail.com	Email	tes	Detail
10	2019-03-02 23:21:31	Agung Prasetyo				p.agunk.prasetyo@gmail.com	Email	tes	Detail



Cara Penggunaan?

3. Untuk mencari data customer tertentu, masukkan *keyword* dalam kotak *search* yang disediakan

Search: <input type="text"/>
REMARK
exp
-



4. Anda dapat melakukan pencarian berdasarkan nama atau nomor telepon customer


Cara Penggunaan?

5. Setelah data ditemukan, klik tombol **Detail** untuk melihat detail remark & feedback

The screenshot displays a web application interface for customer interaction management. At the top, there is a navigation bar with tabs: HOME, INTERACTION, TICKETING, LOG CWC (selected), and CUSTOMER. On the right side of the navigation bar, there are social media icons for WhatsApp, Telegram, Facebook, Messenger, and Twitter, each with a notification badge. Below the navigation bar, there is a search bar and a dropdown menu set to '10 entries'. The main content area features a table with columns: NO, DATE, NAME, HP, PHONE 1, PHONE 2, EMAIL, CHANNEL, REMARK, and ACTION. A modal window titled 'Detail CWC' is open, showing customer information and interaction details.

NO	DATE	NAME	HP	PHONE 1	PHONE 2	EMAIL	CHANNEL	REMARK	ACTION
1	2019-03-04 09:41:23	Restu Dyah	081280559752	081280559752		restudyah30@gmail.com	Voice	lokasi kejadian di Jl. murai 2 no.9 ciputat	Detail
2	2019-03-04 08:23:05	Restu Dyah	081280559752	081280559752		restudyah30@gmail.com	Voice	lokasi kejadian di Jl. murai 2 no.9 ciputat	Detail
3	2019-03-03 17:38:16	Restu Dyah	081280559752	081280559752		restudyah30@gmail.com	Voice	lokasi kejadian di Jl. murai 2 no.9 ciputat	Detail
4	2019-03-03 11:28:37	Teguh	081280559752	081280559752		restudyah30@gmail.com	Voice	lokasi kejadian di Jl. murai 2 no.9 ciputat	Detail
5	2019-03-03 11:25:02	Teguh	081280559752	081280559752		restudyah30@gmail.com	Voice	lokasi kejadian di Jl. murai 2 no.9 ciputat	Detail
6	2019-03-03 10:45:24	Restu Dyah	081280559752	081280559752		restudyah30@gmail.com	Voice	lokasi kejadian di Jl. murai 2 no.9 ciputat	Detail
7	2019-03-03 10:35:56	Restu Dyah	081280559752	081280559752		restudyah30@gmail.com	Voice	lokasi kejadian di Jl. murai 2 no.9 ciputat	Detail
8	2019-03-03 09:34:32	Teguh	08225552597	08225552597		restudyah30@gmail.com	Voice	minta ambulans	Detail
9	2019-03-02 23:26:38	Agung Prasetyo				p.agunk.prasetyo@gmail.com	Email	tes	Detail
10	2019-03-02 23:21:31	Agung Prasetyo				p.agunk.prasetyo@gmail.com	Email	tes	Detail

Detail CWC



Customer Name : **Restu Dyah**
HP : **081280559752**
Email : **restudyah30@gmail.com**
Date Contact: **2019-03-04 08:23:05**

Remark
lokasi kejadian di Jl. murai 2 no.9 ciputat

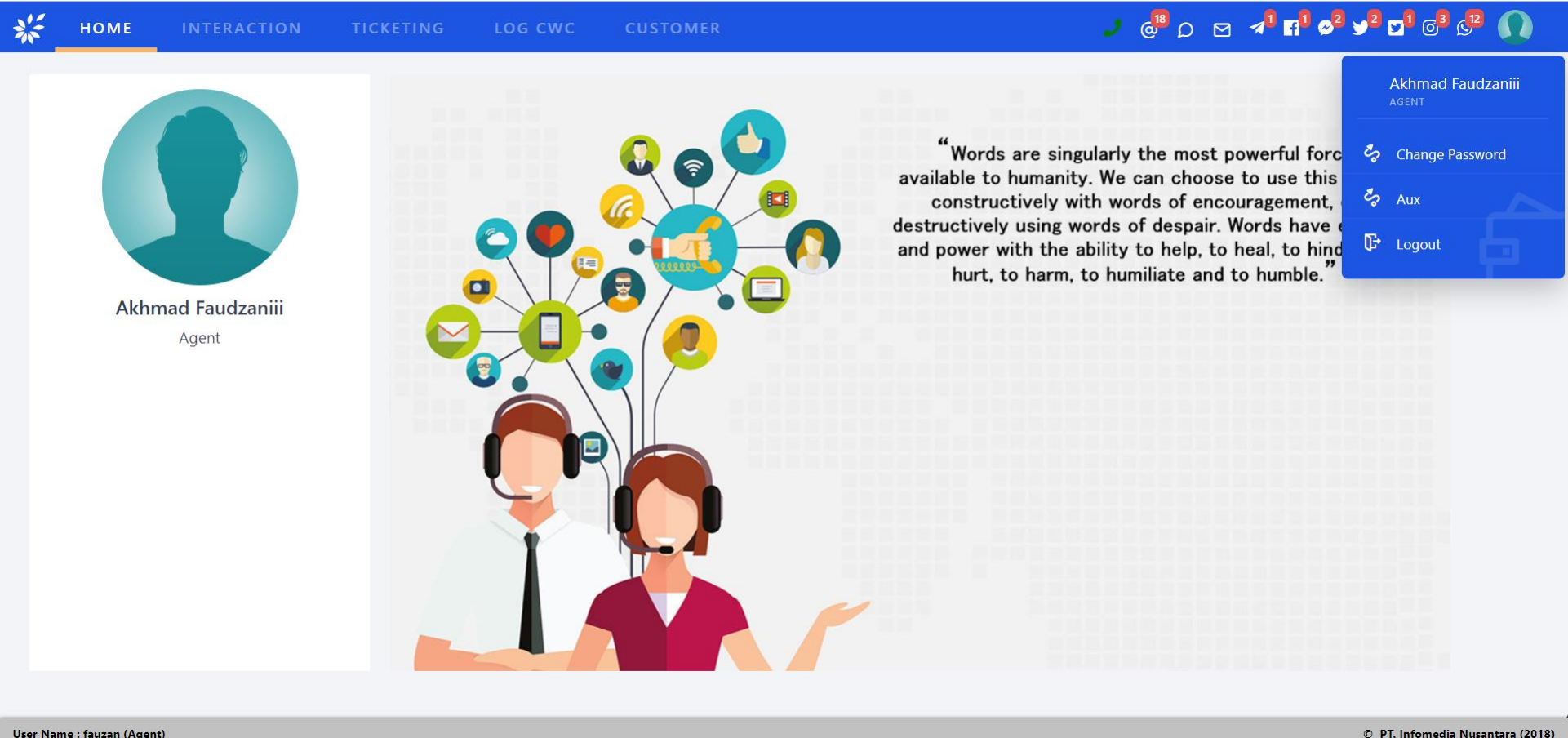
Feedback
laporan akan segera dilanjutkan ke pihak pemadam



AUX

Cara Penggunaan?

- 1. Untuk meninggalkan area kerja / computer, klik icon orang di pojok kanan atas, dan pilih menu aux



Cara Penggunaan?

3. Pilih alasan meninggalkan area kerja / computer, lalu klik submit

Aux x

Reason

Pilih

Pilih

Istirahat

Toilet

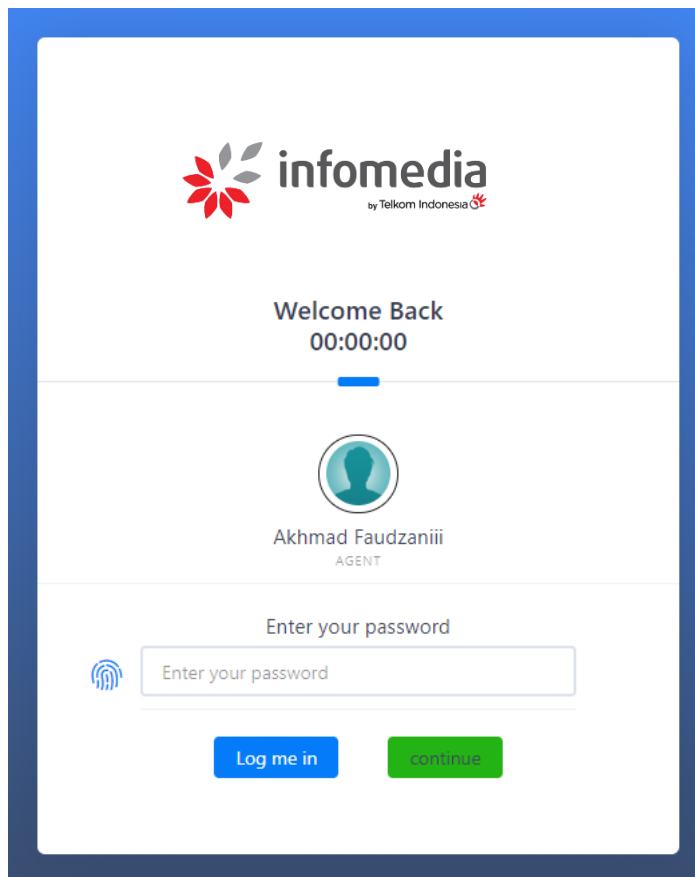
Ibadah

Close Submit

A screenshot of a web form titled "Aux" with a close button (x). The form contains a dropdown menu labeled "Reason" with a blue border and a downward arrow. The dropdown is open, showing a list of options: "Pilih", "Pilih", "Istirahat", "Toilet", and "Ibadah". A large yellow arrow with a red outline points to the dropdown menu. To the right of the dropdown are two buttons: a black "Close" button and a blue "Submit" button.

Cara Penggunaan?

5. Berikut halaman setelah submit aux. jika telah kembali ke tempat area kerja / computer login kembali dengan memasukkan password nya



The screenshot displays the infomedia login interface. At the top, the infomedia logo is shown with the text 'by Telkom Indonesia'. Below the logo, a 'Welcome Back' message is displayed with a timer '00:00:00'. A user profile icon is shown, followed by the name 'Akhmad Faudzaniiii' and the role 'AGENT'. A password entry field is present with the prompt 'Enter your password' and a fingerprint icon. Below the field are two buttons: 'Log me in' (blue) and 'continue' (green).

Good Luck 🍀

