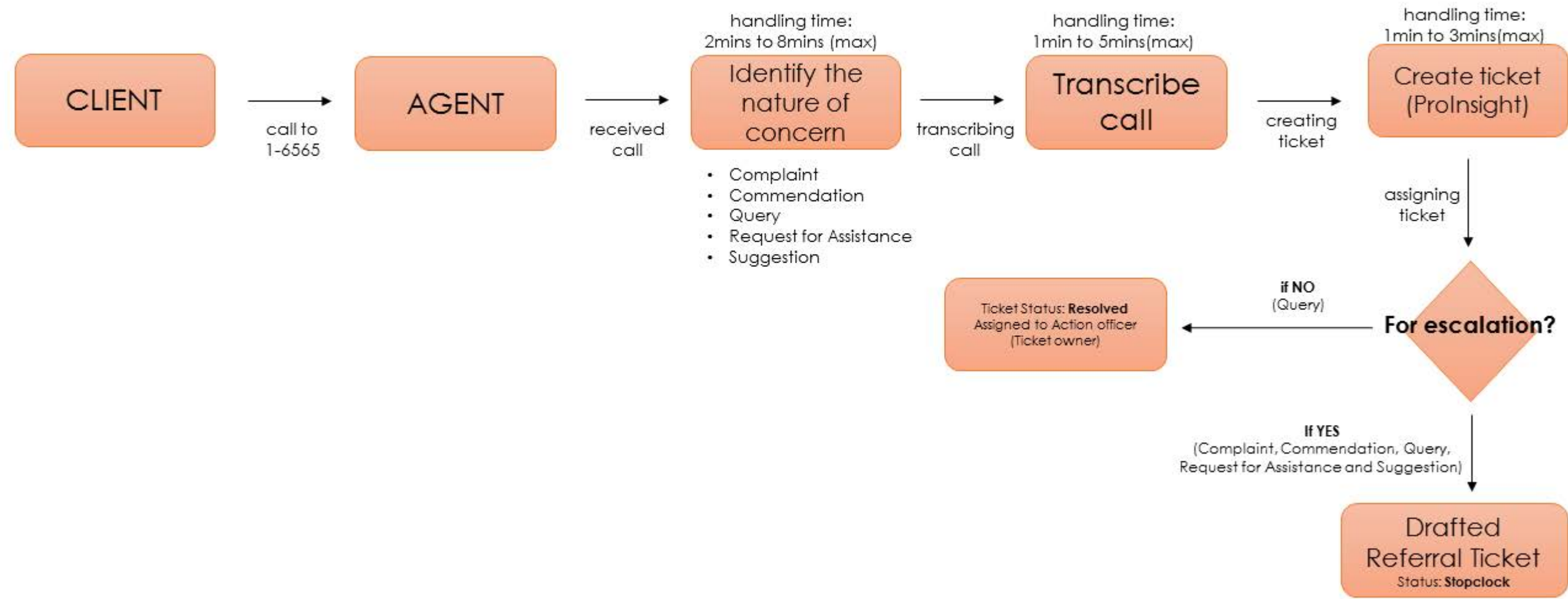


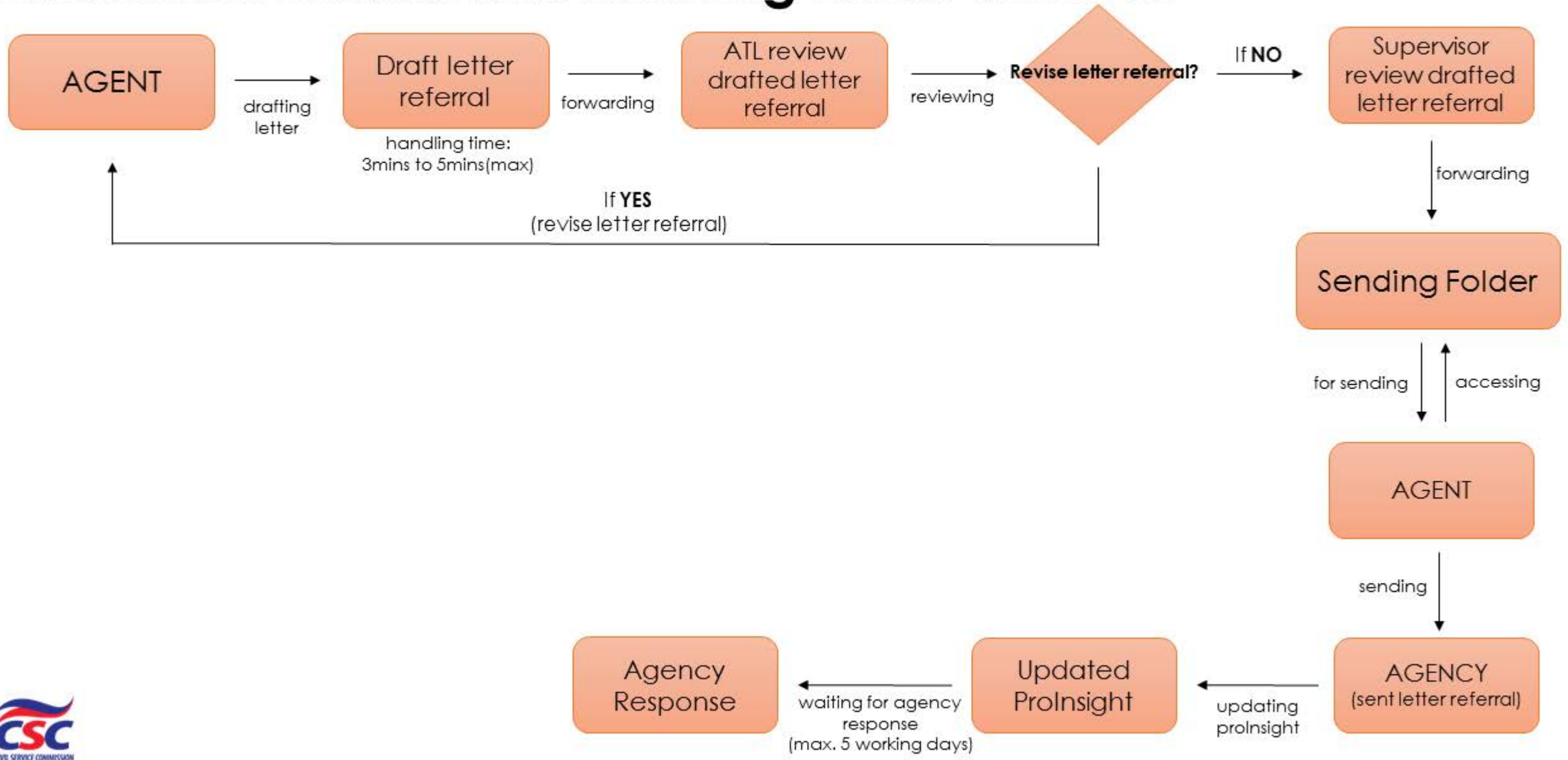
CONTACT CENTER NG BAYAN

Operation process flow

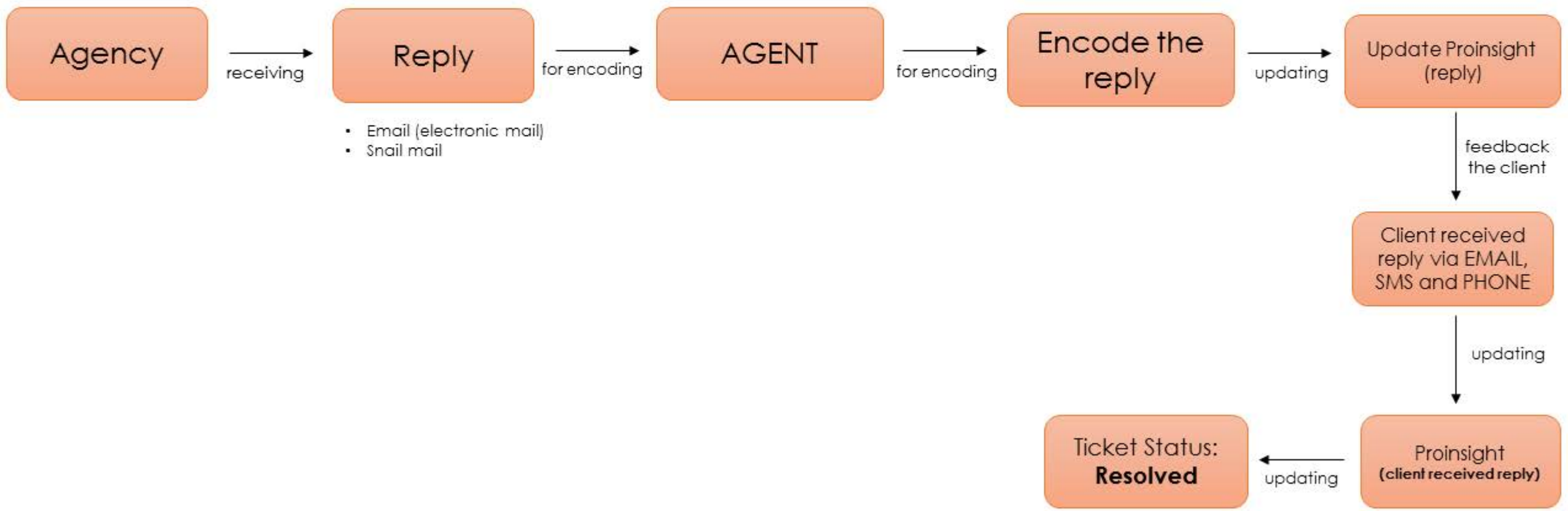
Receiving calls and Creation of Tickets



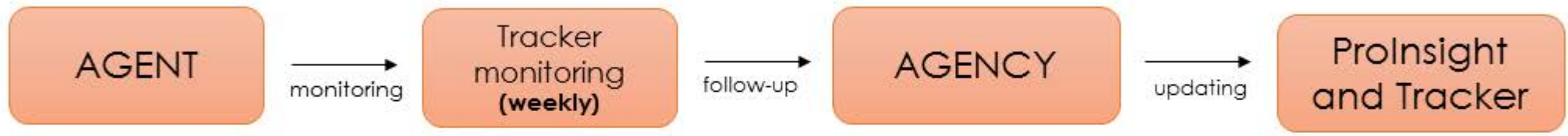
Escalation Tickets and Sending Letter Referral



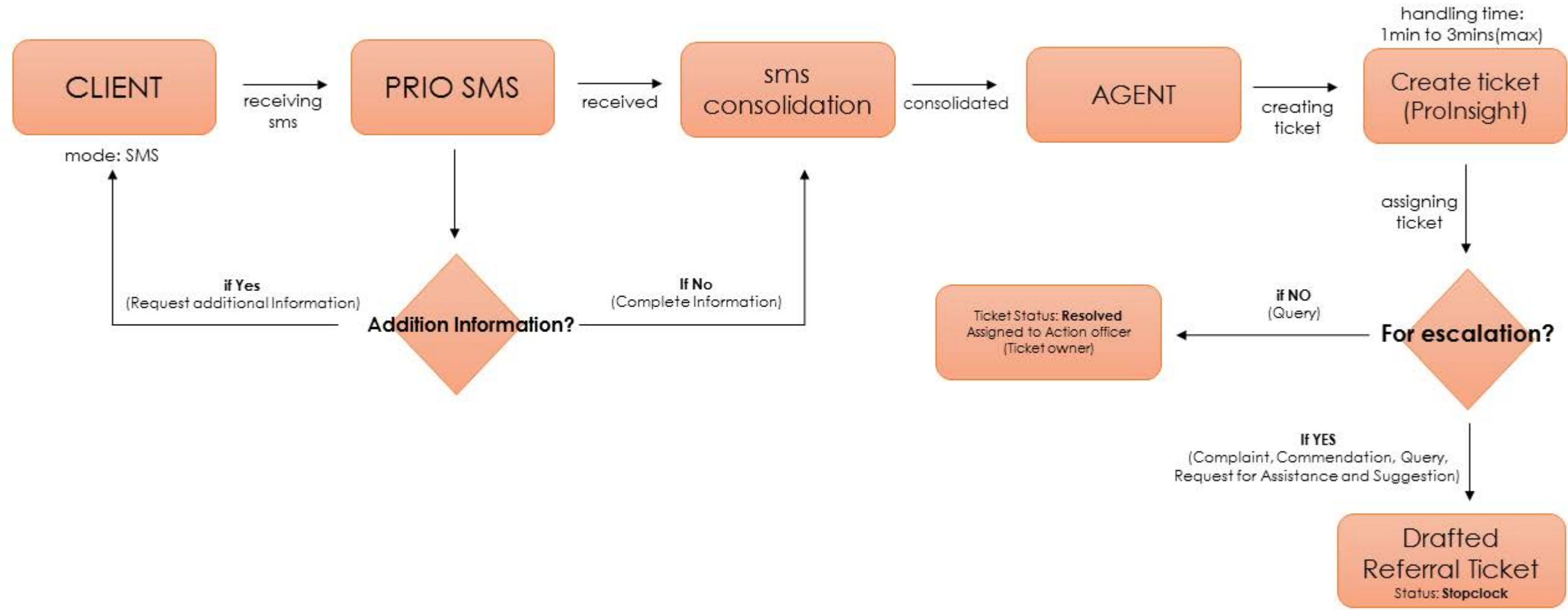
Receiving Reply and Feedback the Client



Follow-ups on Active Referrals



Receiving SMS and Creation of Tickets



Receiving Email Complaints and Creation of Tickets

