

ABSTRACT

The level of quality of service in the contact center is one component of the quality of telecommunications services provided by the operator, the regulator sets the standard of quality of service in the contact center through the Minister of Communications and Information Technology. In 2012 the DEPKOMINFO as the regulator of changes to design standards of quality telecommunications services to the contact center field. With the changes in the rules on service quality standards is addressed to the rejection by the majority party contact center service provider, this is due to the increase in costs to be borne by the service provider contact center.

This research will analyze how much increment (increase) the cost to be borne by the provider of contact center services. Selection of contact center Caroline Telkomsel as the research object because Caroline Telkomsel has the largest customer in Indonesia, reaching 140 million customers, the contact center with Telkomsel Caroline can be used as a reference for other contact center. This study analyzes how much additional cost based on the increase of the contact center agent, Caroline Telkomsel apply if the telecommunications service quality standards in 2012. Elections calculation of the number of contact center agent to calculate the impact of rising costs to be borne by the contact center Caroline Telkomsel, due to cost contact center agent salary is a major cost component in the system is operational at the contact center

To meet the quality standards of telecommunications services published by DEPKOMINFO as regulator stated in the draft in 2012 that 85% pangglan must be served within 20 seconds, the Caroline Telkomsel must add 3 agents. To meet the quality standards of telecommunications services in 2012 which is the 90% pangglan must be served within 30 seconds, the Caroline Telkomsel should add agents, a number of 3 agents. With the addition of three agents as a result of changes in telecommunications service quality standards in 2012, the parties shall bear Caroline Telkomsel added cost of Rp341.100.714, 00, where these costs consist of operating costs per year and the cost of investment in equipment. For operating costs per year, Telkomsel Caroline parties shall bear the cost of Rp279.094.464, 00. As for the cost of investment in equipment, Caroline Telkomsel party shall bear the cost of Rp 62,006,250.00.

Keywords : Call center, Contact center, Service level, Telecommunication quality service standart.