

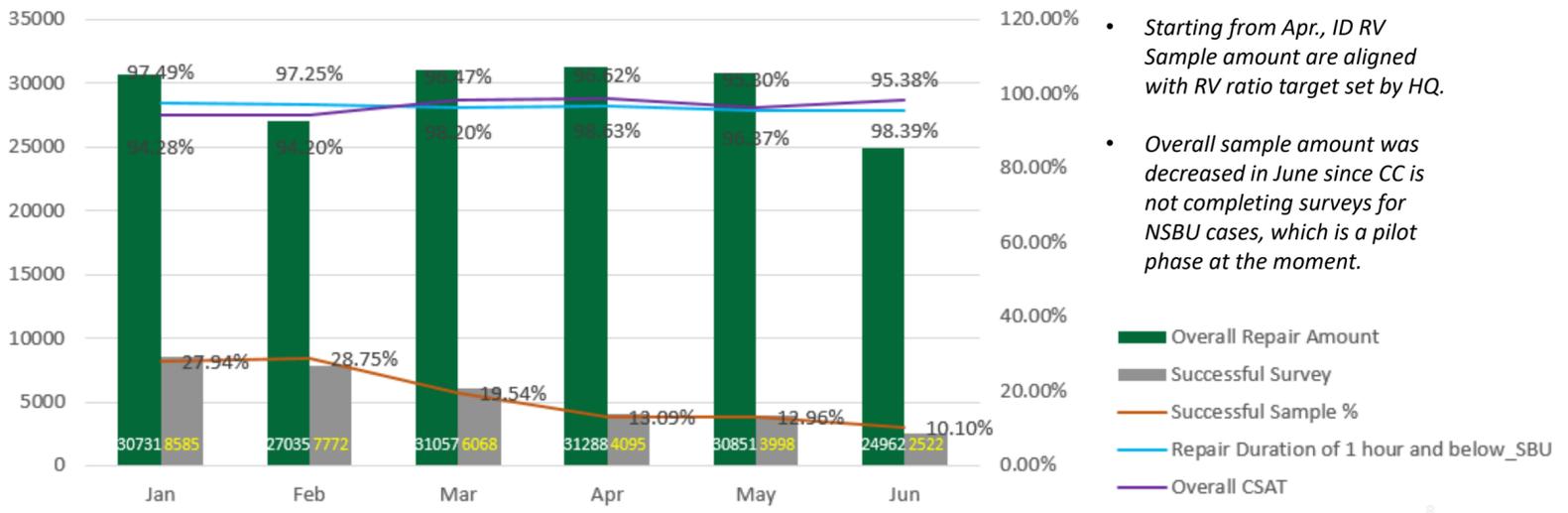
# OPPO RV Report for Indonesia\_June

## 1 Overall Performance



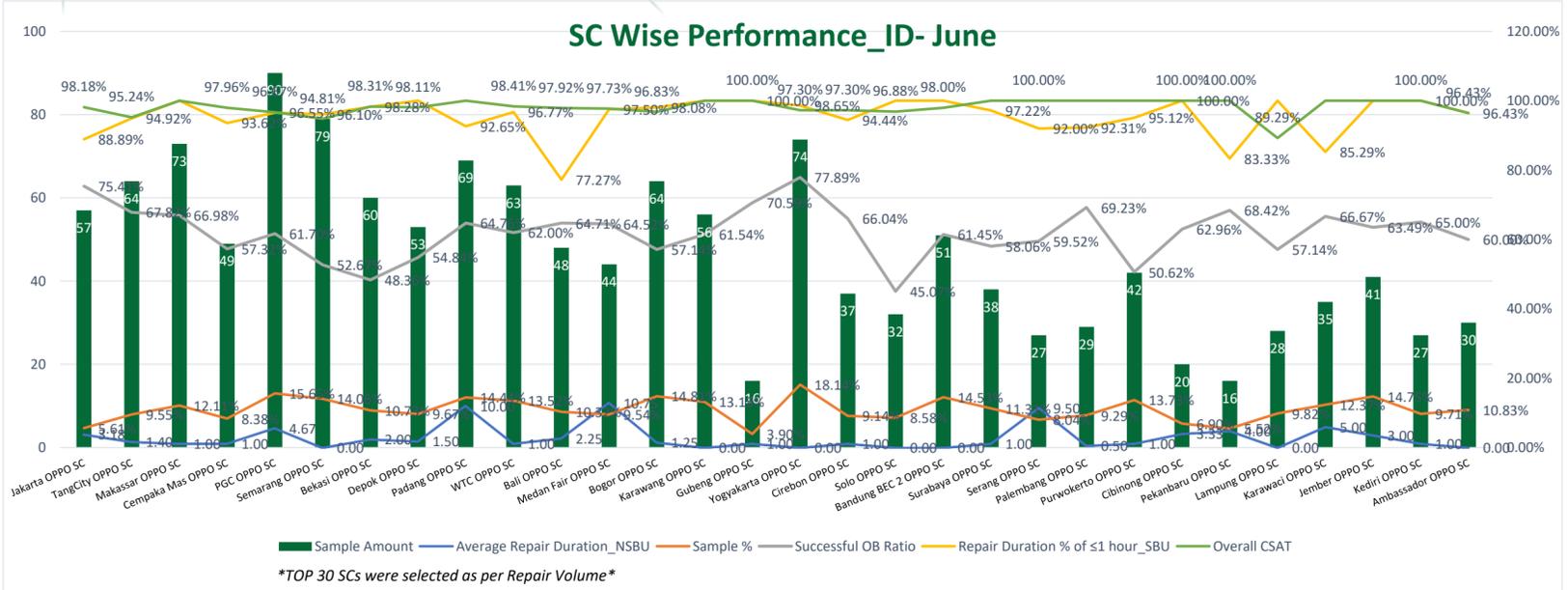
## 2 KPI Trend

### KPI Trend from Jan to June



## 3 SC Wise Performance & Findings

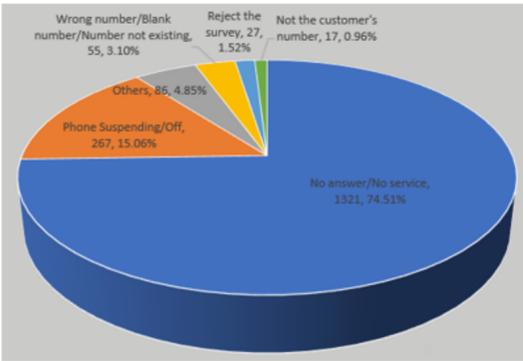
### SC Wise Performance\_ID- June



### Successful OB Ratio (Average: 58.71%)

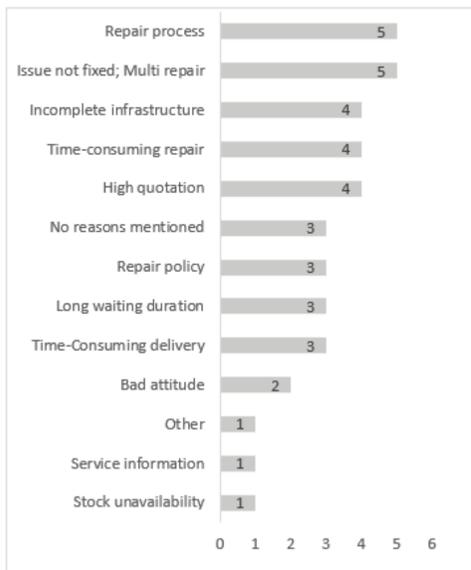
Following causes for OB failure is highlighted:

- Others-86, 4.85%:** Mainly by "customer drops the call while verifying customer information"
- Wrong number/Blank number/Number not existing-55, 3.10%:** The status is dispersed to many SCs, with 1-3 samples each
- Not the customer's number-17, 0.96%:** Jambi OPPO SC-2, PGC OPPO SC-2



### DSAT Analysis-Feedbacks & Suggestions

General: 31; Dissatisfied: 8



- Repair Process:** Engineer didn't clarify reason for repair/OOW-3, SC didn't perform quality check after repair-2
- Infrastructure:** Customer expect snacks/drinks in SC-2; Customer expects power bank in SC-1; Customer expects more charis in Kuningan OPPO SC-1
- Repair Policy:** Customer expect for warranty-2, Didn't give broken screen to customer after OOW repair-1
- Bad Attitude:** Less smile from Singaraja OPPO SC staff-1, Bogor OPPO SC staff is not friendly-1
- Service Information:** Customer expects extended opening hours at weekends
- Other:** Customer mentioned LCD of F1fw is different from original ID-20190602-R055060625

### Repair Duration

#### Repair Duration of >1 hour\_SBU:

Overall sample volume: 108

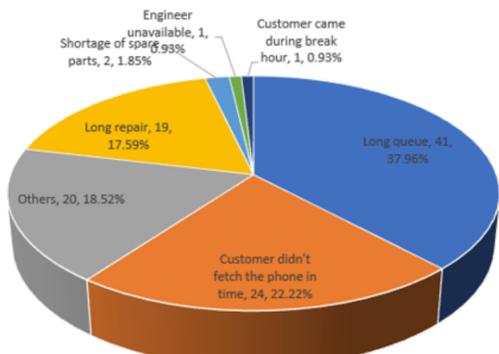
Pontianak OPPO SC-7: Long queue-5

Jakarta OPPO SC-5: No reason mentioned-3, Long repair-1, Long queue-1

Karawaci OPPO SC-5: Customer reason-2, Long queue-1, No reason-2

Padang OPPO SC-5: Long queue-3, Long repair-2

Pekalongan OPPO SC-5: Customer reason-3, Long repair-2

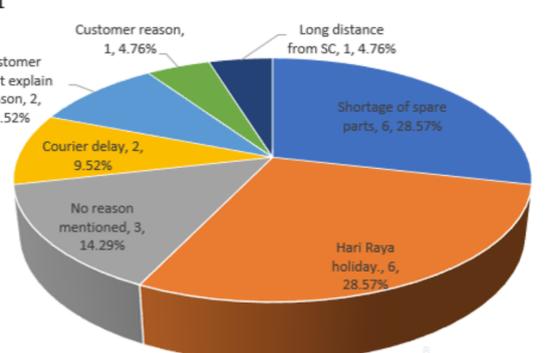


#### Repair Duration of >7 days\_NSBU:

Overall sample volume: 21

Jakarta OPPO SC-2: Public holiday-2

Rantau Prapat OPPO SC-2: Unavailability of F7 Screen assembly-1, No reason mentioned-1



\*Samples not mentioned are dispersed among many SCs, with 1-2 volumes each\*