

DAFTAR GAMBAR

Gambar I.1 Faktor-faktor yang mempengaruhi keberhasilan dan kegagalan implementasi CRM	2
Gambar I.2 Peningkatan <i>revenue</i> vendor penyedia CRM di tahun 2016 – 2020..	3
Gambar II.1 Logo Salesforce	11
Gambar II.2 Modul Utama Salesforce	12
Gambar II.3 <i>Salesforce Adaptive Methodology</i> (Partner Learning Camp salesforce, 2020)	14
Gambar II.4 <i>Salesforce Service Cloud Logo</i>	14
Gambar III.1 <i>Model Three Cycle View of Design Science Research</i>	23
Gambar III.2 Sistematika Penelitian	24
Gambar IV.1 <i>Activity Diagram Case Handling</i>	40
Gambar IV.2 <i>Report detail tiket part 1</i>	42
Gambar IV.3 <i>Report detail tiket part 2</i>	42
Gambar IV.4 <i>Report Ticket volume by department</i>	43
Gambar IV.5 <i>Report SLA target vs achievemen</i>	44
Gambar IV.6 <i>Business Process Targeting Activity Diagram Case Handling</i>	44
Gambar IV.7 <i>Business Process Targeting Activity Diagram change request process</i>	46
Gambar IV.8 <i>List user yang dibuat pada salesforce</i>	54
Gambar IV.9 <i>Profile service agent pada salesforce</i>	54
Gambar IV.10 <i>Role Hierarchy PT Timitrasis</i>	55
Gambar IV.11 <i>Support Queue</i>	55
Gambar IV.12 <i>Salesforce view using org theme</i>	56
Gambar IV.13 <i>Organization Wide Default (OWD)</i>	56
Gambar IV.14 <i>Support Process</i>	58
Gambar IV.15 <i>Record Type</i>	59
Gambar IV.16 <i>Service Console Setting</i>	60
Gambar IV.17 <i>Entitlement Process</i>	63
Gambar IV.18 <i>Email-to-case routing</i>	66
Gambar IV.19 <i>Tampilan Omni Channel pada Agen</i>	68
Gambar IV.20 <i>Email First Response (Auto Response)</i>	70

Gambar V.1 <i>Salesforce log in page</i>	75
Gambar V.2 <i>Trimitrasis Service Console</i>	76
Gambar V.3 <i>Omni- Channel</i>	77
Gambar V.4 <i>Case record view</i>	77
Gambar V.5 <i>Email reply tab in Salesforce</i>	78
Gambar V.6 <i>Email balasan dari agen</i>	79
Gambar V.7 <i>Email reply from customer</i>	79
Gambar V.8 <i>Email Conversation History</i>	80
Gambar V.9 <i>Complete Ticket Information</i>	80
Gambar V.10 <i>Ticket Escalation</i>	81
Gambar V.11 <i>Email Pemberitahuan</i>	81
Gambar V.12 <i>Close Ticket</i>	82
Gambar V.13 <i>Create CR Ticket</i>	82
Gambar V.14 <i>Email Notifikasi Case CR Assignment</i>	83
Gambar V.15 <i>Report SLA Achievement Agent Priority Very High</i>	83
Gambar V.16 <i>AMS Internal Dashboard</i>	84
Gambar V.17 <i>Use Case Diagram</i>	86