

ABSTRACT

Setya Gita Pramesti (2020011042)

The Crucial Role of Customer Service at Blibli E-Commerce in Providing the Best Solutions for Customers (Because You're No. 1)

Work Report of Professional Work Experience (KP) at the Experience Solution division, PT Global Digital Niaga (Blibli.com), WTC Mangga 2, Jl. Mangga Dua Raya, RT.11/RW.5, Mangga Dua Sel., Kec. Pademangan, Central Jakarta, Special Capital Region of Jakarta, Jakarta, September 4, 2023 – November 30, 2023 (3 months) Bachelor's Degree Program in Accounting, Faculty of Humanities and Business, Universitas Pembangunan Jaya.

The Professional Work Experience (KP) activity aims to enhance experience and self-train in preparing for competition in the job market. Practice involves carrying out the Professional Work Experience (KP) in the Experience Solution division. Tasks assigned to the trainee include: Allocation and updating of CS XO Internal agent buckets, Follow-ups with international customers and sellers, Checking Detroit related to livemon findings, Service Recovery, and Human Error, Inputting and sharing bucket results from internal CS XO agent work, Checking Best Convo from internal XO agents, Conducting personal or team coaching with CS XO Internal agents, Project creation, Following up on customer orders experiencing Undelivery and Damage Failure (DF) during the shipping process, Leading briefings before commencing work, Holding huddles with team leaders, supervisors, managers, and assistant vice presidents.

Keywords: Professional Work Experience (KP), PT. Global Digital Niaga, Experience Solution, Undelivery and Damage Failure (DF), Detroit, Briefing, team leader, supervisor, manager, and assistant vice president.