

MOBILE APPS

1. REGULAR BANKING

NO	MOBILE APPS	BRAND	AUTOMATION INDEX	HUMAN TOUCH INDEX	NAVIGATION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 – 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 – 95.999	Mostly Happier To Few BLISSFUL Customers
	Belum Ada	Belum Ada				80.000 – 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	BRImo	Bank BRI	73,124	54,000	84,950	69,022	Mostly Happy Customers
2	Livin' by Mandiri	Bank Mandiri	73,581	54,166	83,916	68,915	Mostly Happy Customers
3	wondr by BNI	Bank BNI	72,792	55,379	80,487	68,136	Mostly Happy Customers
4	myBCA	Bank BCA	76,483	50,462	82,285	67,815	Mostly Happy Customers
5	OCTO Mobile by CIMB Niaga	Bank CIMB Niaga	73,785	50,480	84,918	67,803	Mostly Happy Customers
6	D-Bank PRO	Bank Danamon	67,594	56,250	82,659	67,576	Mostly Happy Customers
7	M-Smile	Bank Mega	67,758	56,429	81,874	67,461	Mostly Happy Customers
8	BCA mobile	Bank BCA	67,949	56,541	81,294	67,389	Mostly Happy Customers
9	DIGI by bank bjb	Bank BJB	68,561	56,894	79,456	67,163	Mostly Happy Customers
10	bale by BTN	Bank BTN	63,809	57,256	82,950	66,930	Mostly Happy Customers
11	Permata ME	Bank Permata	69,853	52,174	82,962	66,714	Mostly Happy Customers
12	SimobiPlus Mobile Banking	Bank Sinarmas	63,753	55,945	83,008	66,406	Mostly Happy Customers
13	Mobile Panin	Panin Bank	65,096	58,123	78,648	66,372	Mostly Happy Customers
14	TOUCHBIZ	SMBC Indonesia	61,773	56,903	81,661	65,791	Mostly Happy Customers
15	Maybank2u ID	Maybank Indonesia	69,605	50,853	76,111	64,056	Mostly Happy Customers
16	Kbstar	KB Bank	66,270	49,783	80,289	63,881	Mostly Happy Customers
17	JConnect Mobile	Bank Jatim	69,229	39,208	77,241	59,624	Mostly Don't Mind Customers
18	OCBC mobile indonesia	Bank OCBC NISP	57,201	51,125	73,033	59,520	Mostly Don't Mind Customers
19	JakOne Mobile	Bank DKI	62,854	39,208	82,296	59,228	Mostly Don't Mind Customers
20	UOB TMRW Indonesia	UOB Indonesia	56,026	25,250	59,455	44,744	Mostly Not Happy Customers
21	agi	Bank Artha Graha	50,716	25,250	62,661	44,113	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 – 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 – 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 – 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 – 15.999	Mostly Scar Customers
INDUSTRY			66,562	50,080	79,150	63,746	

2. DIGITAL BANKING

NO	MOBILE APPS	BRAND	AUTOMATION INDEX	HUMAN TOUCH INDEX	NAVIGATION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 – 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 – 95.999	Mostly Happier To Few BLISSFUL Customers
	Belum Ada	Belum Ada				80.000 – 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	SeaBank	SeaBank Indonesia	83,095	47,583	85,617	69,647	Mostly Happy Customers
2	Neobank	Bank Neo Commerce	74,770	54,177	82,035	68,712	Mostly Happy Customers
3	Jago	Bank Jago	75,412	47,946	73,856	63,959	Mostly Happy Customers
4	blu by BCA Digital	BCA Digital	69,409	49,292	78,050	63,955	Mostly Happy Customers
5	Jenius	SMBC Indonesia	71,665	48,698	74,608	63,361	Mostly Happy Customers
6	LINE Bank by Hana Bank	Line Bank (Bank Hana)	75,099	39,208	80,954	62,499	Mostly Happy Customers
	Tidak Ada	Tidak Ada				50.000 – 59.999	Mostly Don't Mind Customers
7	Allo Bank	Allo Bank	58,901	25,250	59,455	45,607	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 – 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 – 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 – 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 – 15.999	Mostly Scar Customers
INDUSTRY			72,621	44,593	76,368	62,534	





3. SHARIA BANKING

NO	MOBILE APPS	BRAND	AUTOMATION INDEX	HUMAN TOUCH INDEX	NAVIGATION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 – 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 – 95.999	Mostly Happier To Few BLISSFUL Customers
	Belum Ada	Belum Ada				80.000 – 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	BYOND By BSI	Bank Syariah Indonesia	68,728	56,000	80,633	67,208	Mostly Happy Customers
2	Muamalat DIN	Bank Muamalat Indonesia	74,920	50,866	80,430	66,951	Mostly Happy Customers
3	Bsya by BCA Syariah	BCA Syariah	65,343	56,304	82,691	66,932	Mostly Happy Customers
4	BISA Mobile by KBBS	KB Bank Syariah	60,401	55,781	83,469	65,474	Mostly Happy Customers
5	Mobile Masalah by bjb syariah	Bank BJB Syariah	65,745	58,085	74,510	65,311	Mostly Happy Customers
6	M-Syariah	Bank Mega Syariah	69,395	49,783	70,053	61,748	Mostly Happy Customers
	Tidak Ada	Tidak Ada				50.000 – 59.999	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 – 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 – 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 – 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 – 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 – 15.999	Mostly Scar Customers
INDUSTRY			67,422	54,470	78,631	65,604	

4. 4W FINANCING COMPANY

NO	MOBILE APPS	BRAND	AUTOMATION INDEX	HUMAN TOUCH INDEX	NAVIGATION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 – 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 – 95.999	Mostly Happier To Few BLISSFUL Customers
	Belum Ada	Belum Ada				80.000 – 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	adiraku	Adira Finance	78,465	49,583	85,275	68,955	Mostly Happy Customers
2	KAWAN	WOM Finance	66,718	59,000	78,063	67,034	Mostly Happy Customers
	Tidak Ada	Tidak Ada				50.000 – 59.999	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 – 49.999	Mostly Not Happy Customers
3	BCA Finance	BCA Finance	39,028	25,250	54,405	38,130	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 – 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 – 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 – 15.999	Mostly Scar Customers
INDUSTRY			61,404	44,611	72,581	58,040	

5. 2W FINANCING COMPANY

NO	MOBILE APPS	BRAND	AUTOMATION INDEX	HUMAN TOUCH INDEX	NAVIGATION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 – 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 – 95.999	Mostly Happier To Few BLISSFUL Customers
	Belum Ada	Belum Ada				80.000 – 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	adiraku	Adira Finance	69,075	49,583	82,265	65,235	Mostly Happy Customers
2	KAWAN	Wom Finance	63,643	56,610	77,656	65,034	Mostly Happy Customers
3	BAF Mobile	Bussan Auto Finance	67,727	50,831	67,427	60,879	Mostly Happy Customers
4	FIFGROUP MOBILE CUSTOMER	FIFGROUP	73,674	39,208	76,342	60,688	Mostly Happy Customers
	Tidak Ada	Tidak Ada				50.000 – 59.999	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 – 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 – 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 – 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 – 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 – 15.999	Mostly Scar Customers
INDUSTRY			68,530	49,058	75,923	62,959	

6. LIFE & HEALTH INSURANCE

NO	MOBILE APPS	BRAND	AUTOMATION INDEX	HUMAN TOUCH INDEX	NAVIGATION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 – 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 – 95.999	Mostly Happier To Few BLISSFUL Customers
	Belum Ada	Belum Ada				80.000 – 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	Pulse	Prudential Indonesia	79,853	49,583	83,155	68,736	Mostly Happy Customers
2	MyAstraLife	Astra Life	72,065	51,221	83,938	67,289	Mostly Happy Customers
3	AIA My Health	AIA Financial Indonesia	66,937	57,984	76,086	66,100	Mostly Happy Customers
4	Motion Life	MNC Life	65,079	58,023	77,778	66,066	Mostly Happy Customers
5	BNI Life Mobile	BNI Life Insurance	65,323	58,539	75,325	65,610	Mostly Happy Customers
6	Manulife Mobile	Asuransi Jiwa Manulife Indonesia	64,712	58,614	75,616	65,544	Mostly Happy Customers
7	Life by IFG	IFG Life	60,850	56,667	81,550	65,387	Mostly Happy Customers
8	FWD MAX	FWD Insurance	65,988	53,456	80,455	65,315	Mostly Happy Customers
9	Allianz eAzy Connect	Asuransi Allianz Indonesia	57,481	59,490	79,100	64,770	Mostly Happy Customers
10	Gen iClick - Info Asuransi DPLK	Generali Indonesia	58,403	59,775	76,958	64,519	Mostly Happy Customers
11	Emma by AXA ID	AXA Mandiri	62,260	50,846	83,161	63,965	Mostly Happy Customers
12	My Sun Life Indonesia	Sun Life Financial Indonesia	58,269	60,829	72,585	63,588	Mostly Happy Customers
13	Avrist Solution	Avrist Assurance	74,408	49,783	67,728	62,554	Mostly Happy Customers
14	Sequis App	Sequis Life	69,570	41,543	64,349	56,793	Mostly Don't Mind Customers
15	My e-Benefit	Equity Life Indonesia	62,354	39,208	71,857	55,947	Mostly Don't Mind Customers
16	i-CARe CAR Life Insurance	CAR Life Insurance	60,458	43,694	62,060	54,233	Mostly Don't Mind Customers
17	MYCHUBB ID	Chubb	52,441	25,250	54,636	42,223	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 – 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 – 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 – 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 – 15.999	Mostly Scar Customers
INDUSTRY			64,497	51,442	74,490	62,273	

7. CAR INSURANCE

NO	MOBILE APPS	BRAND	AUTOMATION INDEX	HUMAN TOUCH INDEX	NAVIGATION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 – 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 – 95.999	Mostly Happier To Few BLISSFUL Customers
	Belum Ada	Belum Ada				80.000 – 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	myGarda	Asuransi Astra	70,075	50,583	83,265	66,235	Mostly Happy Customers
2	Autocillin	Zurich Asuransi Indonesia	67,550	47,783	78,289	62,865	Mostly Happy Customers
	Tidak Ada	Tidak Ada				50.000 – 59.999	Mostly Don't Mind Customers
3	ACA OTW	Asuransi Central Asia (ACA)	56,996	25,250	59,571	45,070	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 – 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 – 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 – 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 – 15.999	Mostly Scar Customers
INDUSTRY			64,874	41,206	73,709	58,057	

8. AIRLINE

NO	MOBILE APPS	BRAND	AUTOMATION INDEX	HUMAN TOUCH INDEX	NAVIGATION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 – 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 – 95.999	Mostly Happier To Few BLISSFUL Customers
	Belum Ada	Belum Ada				80.000 – 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	FlyGaruda	Garuda Indonesia	70,244	55,000	85,400	68,693	Mostly Happy Customers
2	Citilink	Citilink	68,999	51,727	81,390	65,807	Mostly Happy Customers
3	BookCabin	Lion Air	61,011	57,851	78,037	64,855	Mostly Happy Customers
4	Sriwijaya Air Mobile	Sriwijaya Air	56,678	59,000	75,683	63,308	Mostly Happy Customers
	Tidak Ada	Tidak Ada				50.000 – 59.999	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 – 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 – 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 – 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 – 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 – 15.999	Mostly Scar Customers
INDUSTRY			64,233	55,895	80,128	65,666	

9. TELECOMMUNICATION (MOBILE SIM CARD)

NO	MOBILE APPS	BRAND	AUTOMATION INDEX	HUMAN TOUCH INDEX	NAVIGATION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 – 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 – 95.999	Mostly Happier To Few BLISSFUL Customers
	Belum Ada	Belum Ada				80.000 – 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	MyTelkomsel	Telkomsel	81,730	48,583	85,954	69,739	Mostly Happy Customers
2	myXL	XL Axiata	71,011	53,101	85,538	68,205	Mostly Happy Customers
3	myIM3	Indosat Ooredoo	65,869	53,984	85,821	67,100	Mostly Happy Customers
4	mySmartfren	Smartfren	77,536	43,074	86,102	66,321	Mostly Happy Customers
5	bima+	Tri Indonesia	73,120	46,783	76,114	63,483	Mostly Happy Customers
	Tidak Ada	Tidak Ada				50.000 – 59.999	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 – 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 – 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 – 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 – 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 – 15.999	Mostly Scar Customers
INDUSTRY			73,853	49,105	83,906	66,970	

10. TELECOMMUNICATION (FIXED BROADBAND)

NO	MOBILE APPS	BRAND	AUTOMATION INDEX	HUMAN TOUCH INDEX	NAVIGATION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 – 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 – 95.999	Mostly Happier To Few BLISSFUL Customers
	Belum Ada	Belum Ada				80.000 – 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	Sobat Indihome	IndiHome	77,548	49,583	87,621	69,384	Mostly Happy Customers
2	MyBiznet	Biznet Home	71,043	54,000	79,563	66,782	Mostly Happy Customers
3	MyRepublic Everywhere	MyRepublic	66,714	43,694	72,633	59,282	Mostly Don't Mind Customers
4	My FirstMedia	First Media	64,667	39,208	78,716	58,698	Mostly Don't Mind Customers
5	Indosat Hifi	Indosat Hifi	61,341	16,736	68,636	45,687	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 – 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 – 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 – 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 – 15.999	Mostly Scar Customers
INDUSTRY			68,262	40,644	77,434	59,967	

11. HYPERMARKET / MODERN MARKET

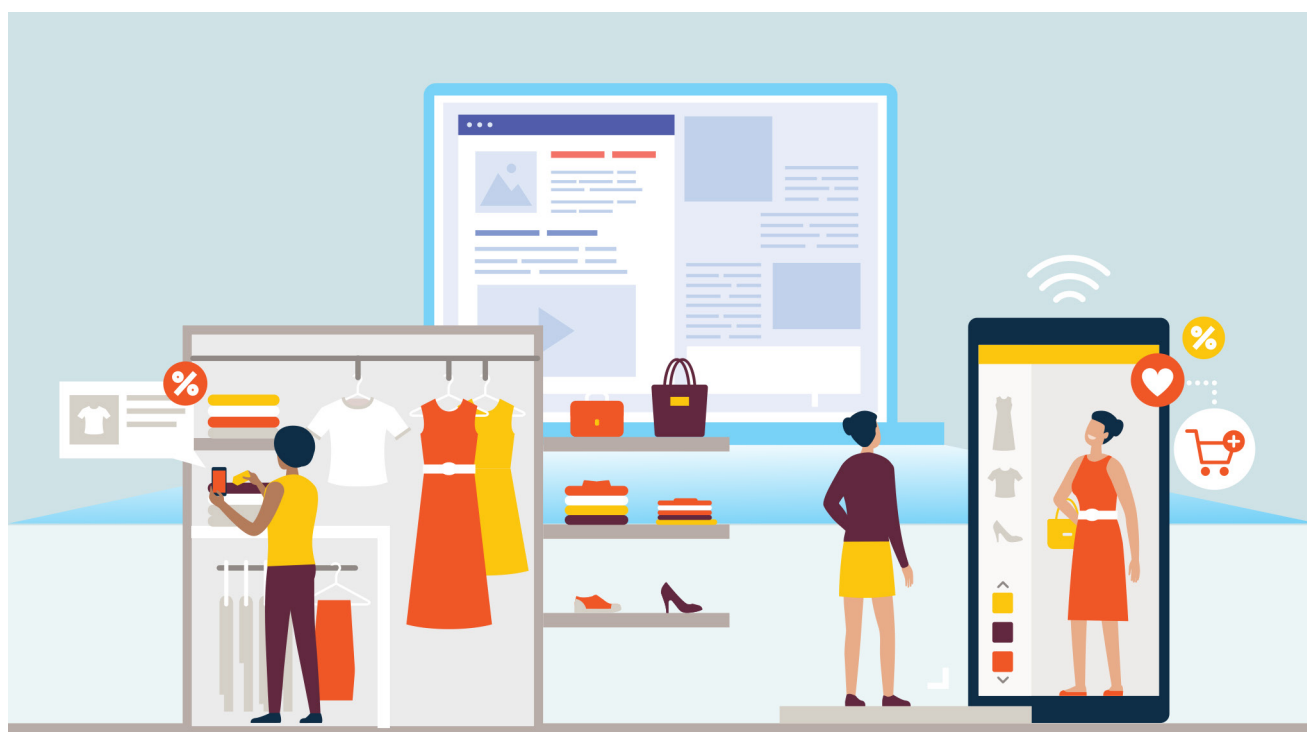
NO	MOBILE APPS	BRAND	AUTOMATION INDEX	HUMAN TOUCH INDEX	NAVIGATION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 – 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 – 95.999	Mostly Happier To Few BLISSFUL Customers
	Belum Ada	Belum Ada				80.000 – 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	Hypermart	Hypermart	67,178	56,000	80,203	66,614	Mostly Happy Customers
2	LOTTE Mart Point	Lotte Mart	61,981	56,000	73,585	63,070	Mostly Happy Customers
	Tidak Ada	Tidak Ada				50.000 – 59.999	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 – 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 – 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 – 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 – 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 – 15.999	Mostly Scar Customers
INDUSTRY			64,580	56,000	76,894	64,842	

12. MINIMARKET

NO	MOBILE APPS	BRAND	AUTOMATION INDEX	HUMAN TOUCH INDEX	NAVIGATION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 – 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 – 95.999	Mostly Happier To Few BLISSFUL Customers
	Belum Ada	Belum Ada				80.000 – 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	Klik Indomaret	Indomaret	72,005	56,000	83,600	69,082	Mostly Happy Customers
2	Alfagift	Alfamart	71,366	56,033	84,033	69,033	Mostly Happy Customers
3	Midi Kriing	Alfamidi	62,875	55,185	87,323	67,134	Mostly Happy Customers
4	Circle K Shopping	Circle K	70,070	41,543	75,085	60,164	Mostly Happy Customers
	Tidak Ada	Tidak Ada				50.000 – 59.999	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 – 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 – 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 – 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 – 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 – 15.999	Mostly Scar Customers
INDUSTRY			69,079	52,190	82,510	66,353	

13. RETAIL FASHION

NO	MOBILE APPS	BRAND	AUTOMATION INDEX	HUMAN TOUCH INDEX	NAVIGATION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 – 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 – 95.999	Mostly Happier To Few BLISSFUL Customers
	Belum Ada	Belum Ada				80.000 – 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	Zalora	ZALORA	80,015	49,833	83,954	69,124	Mostly Happy Customers
2	UNIQLO ID	UNIQLO	70,830	53,417	84,517	67,971	Mostly Happy Customers
3	H&M	H&M	76,748	48,329	84,492	67,704	Mostly Happy Customers
4	PULL&BEAR	PULL&BEAR	79,199	45,482	75,117	64,488	Mostly Happy Customers
5	Zara	ZARA	74,247	46,593	75,578	63,584	Mostly Happy Customers
6	3Second Online	3Second	70,082	42,091	78,087	61,287	Mostly Happy Customers
7	Matahari	Matahari Department Store	65,829	47,875	73,633	60,989	Mostly Happy Customers
	Tidak Ada	Tidak Ada				50.000 – 59.999	Mostly Don't Mind Customers
8	EXECUTIVE	EXECUTIVE	56,216	27,417	59,455	45,668	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 – 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 – 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 – 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 – 15.999	Mostly Scar Customers
INDUSTRY			71,646	45,130	76,854	62,602	



14. COURIER

NO	MOBILE APPS	BRAND	AUTOMATION INDEX	HUMAN TOUCH INDEX	NAVIGATION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 – 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 – 95.999	Mostly Happier To Few BLISSFUL Customers
	Belum Ada	Belum Ada				80.000 – 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	DHL Express Mobile	DHL	68,445	52,875	84,858	67,141	Mostly Happy Customers
2	PosAja!	Pos Indonesia	67,343	47,226	81,484	63,539	Mostly Happy Customers
3	J&T Express Indonesia	J&T Express Indonesia	72,929	37,039	82,784	61,529	Mostly Happy Customers
4	TIKI	TIKI	67,645	47,783	73,085	61,332	Mostly Happy Customers
5	My JNE	JNE Express	64,979	39,208	76,148	58,021	Mostly Don't Mind Customers
6	FedEx Mobile	FedEx Indonesia	56,026	25,250	70,230	47,977	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 – 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 – 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 – 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 – 15.999	Mostly Scar Customers
INDUSTRY			66,228	41,564	78,098	59,923	

15. ONLINE TRANSPORTATION

NO	MOBILE APPS	BRAND	AUTOMATION INDEX	HUMAN TOUCH INDEX	NAVIGATION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 – 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 – 95.999	Mostly Happier To Few BLISSFUL Customers
	Belum Ada	Belum Ada				80.000 – 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	Gojek	GO-JEK Indonesia	72,663	54,000	84,092	68,626	Mostly Happy Customers
2	Grab	GRAB	70,472	52,173	83,423	67,038	Mostly Happy Customers
3	inDrive	InDrive	64,013	52,583	79,747	64,161	Mostly Happy Customers
4	maxim	maxim	67,632	43,694	73,708	59,880	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 – 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 – 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 – 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 – 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 – 15.999	Mostly Scar Customers
INDUSTRY			68,695	50,613	80,243	64,926	

16. ONLINE SHOPPING

NO	MOBILE APPS	BRAND	AUTOMATION INDEX	HUMAN TOUCH INDEX	NAVIGATION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 – 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 – 95.999	Mostly Happier To Few BLISSFUL Customers
	Belum Ada	Belum Ada				80.000 – 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	Tokopedia	Tokopedia	70,226	55,000	83,419	68,093	Mostly Happy Customers
2	Shopee	Shopee	65,923	53,203	86,890	67,125	Mostly Happy Customers
3	Blibli	Blibli	65,628	55,838	78,640	65,616	Mostly Happy Customers
4	Lazada	Lazada	74,812	42,458	80,163	63,476	Mostly Happy Customers
5	Alibaba.com	Alibaba.com	72,535	48,033	70,693	62,182	Mostly Happy Customers
	Tidak Ada	Tidak Ada				50.000 – 59.999	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 – 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 – 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 – 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 – 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 – 15.999	Mostly Scar Customers
INDUSTRY			69,825	50,906	79,961	65,298	

17. ONLINE TIKETING

NO	MOBILE APPS	BRAND	AUTOMATION INDEX	HUMAN TOUCH INDEX	NAVIGATION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 – 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 – 95.999	Mostly Happier To Few BLISSFUL Customers
	Belum Ada	Belum Ada				80.000 – 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	Traveloka	Traveloka	79,525	48,583	87,121	69,427	Mostly Happy Customers
2	tiket.com	tiket.com	67,084	56,469	78,867	66,373	Mostly Happy Customers
3	Agoda	Agoda	64,264	49,272	76,118	61,823	Mostly Happy Customers
4	Trip.com	Trip.com	69,161	38,208	82,454	60,768	Mostly Happy Customers
	Tidak Ada	Tidak Ada				50.000 – 59.999	Mostly Don't Mind Customers
5	NusaTrip	Nusatrip	59,751	25,250	67,921	48,402	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 – 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 – 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 – 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 – 15.999	Mostly Scar Customers
INDUSTRY			67,957	43,557	78,496	61,359	

18. PUBLIC SERVICE

NO	MOBILE APPS	BRAND	AUTOMATION INDEX	HUMAN TOUCH INDEX	NAVIGATION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 – 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 – 95.999	Mostly Happier To Few BLISSFUL Customers
	Belum Ada	Belum Ada				80.000 – 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	JMO (Jamsostek Mobile)	BPJS Ketenagakerjaan	80,888	52,000	82,746	69,890	Mostly Happy Customers
2	Mobile JKN	BPJS Kesehatan	72,374	52,353	89,328	69,452	Mostly Happy Customers
3	SIGNAL	KORLANTAS POLRI	80,391	47,244	86,665	69,014	Mostly Happy Customers
4	Digital Korlantas POLRI	KORLANTAS POLRI	72,324	50,696	84,037	67,186	Mostly Happy Customers
5	M-Pajak	Direktorat Jenderal Pajak	70,479	51,496	81,017	66,047	Mostly Happy Customers
6	Sentuh Tanahku	Kementerian Agraria dan Tata Ruang/ BPN	59,329	53,382	86,044	64,965	Mostly Happy Customers
7	M-Paspor	Direktorat Jenderal Imigrasi Kemenkumham RI	77,937	45,783	65,743	61,418	Mostly Happy Customers
	Tidak Ada	Tidak Ada				50.000 – 59.999	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 – 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 – 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 – 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 – 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 – 15.999	Mostly Scar Customers
INDUSTRY			73,389	50,422	82,226	66,853	



19. LABORATORIUM

NO	MOBILE APPS	BRAND	AUTOMATION INDEX	HUMAN TOUCH INDEX	NAVIGATION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 – 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 – 95.999	Mostly Happier To Few BLISSFUL Customers
	Belum Ada	Belum Ada				80.000 – 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	U by Prodia	Prodia	68,846	59,000	79,035	67,964	Mostly Happy Customers
2	Biomedilab	Biomedilab	66,319	60,469	75,059	66,601	Mostly Happy Customers
3	Pramita Mobile	Pramita	67,213	55,471	79,535	66,213	Mostly Happy Customers
4	Kimia Farma Mobile	Kimia Farma	66,117	51,125	82,983	65,180	Mostly Happy Customers
5	Hai Parahita	Lab Parahita	58,515	39,208	69,666	54,138	Mostly Don't Mind Customers
6	Beranda Cito	CITO	42,153	25,250	57,811	40,089	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 – 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 – 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 – 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 – 15.999	Mostly Scar Customers
INDUSTRY			61,527	48,421	74,015	60,031	

20. E-WALLET

NO	MOBILE APPS	BRAND	AUTOMATION INDEX	HUMAN TOUCH INDEX	NAVIGATION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 – 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 – 95.999	Mostly Happier To Few BLISSFUL Customers
	Belum Ada	Belum Ada				80.000 – 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	GoPay	GoPay	72,663	54,000	85,242	68,971	Mostly Happy Customers
2	ShopeePay	Shopee	70,178	54,160	87,073	68,839	Mostly Happy Customers
3	Dana	Dana	70,355	49,829	86,825	67,085	Mostly Happy Customers
4	OVO	OVO	66,117	51,125	73,633	62,375	Mostly Happy Customers
	Tidak Ada	Tidak Ada				50.000 – 59.999	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 – 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 – 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 – 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 – 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 – 15.999	Mostly Scar Customers
INDUSTRY			69,828	52,279	83,193	66,818	



21. FINANCIAL TECHNOLOGY

NO	MOBILE APPS	BRAND	AUTOMATION INDEX	HUMAN TOUCH INDEX	NAVIGATION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 – 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 – 95.999	Mostly Happier To Few BLISSFUL Customers
	Belum Ada	Belum Ada				80.000 – 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	Kredivo	Kredivo	64,428	53,583	85,521	66,418	Mostly Happy Customers
2	Kredit Pintar	Kredit Pintar	59,072	60,070	76,782	64,784	Mostly Happy Customers
3	Akulaku	Akulaku	63,208	49,783	76,539	61,837	Mostly Happy Customers
	Tidak Ada	Tidak Ada				50.000 – 59.999	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 – 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 – 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 – 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 – 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 – 15.999	Mostly Scar Customers
INDUSTRY			62,236	54,479	79,614	64,346	

WEBSITE

1. REGULAR BANKING

NO	WEBSITE	BRAND	ACCESSING INDEX	CUSTOMERS EXPERIENCE INDEX	SOLUTION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 - 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 - 95.999	Mostly Happier To Few BLISFUL Customers
	Belum Ada	Belum Ada				80.000 - 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	www.bca.co.id	Bank BCA	66,500	63,500	76,250	69,500	Mostly Happy Customers
2	www.bni.co.id	Bank BNI	65,705	56,531	80,731	68,963	Mostly Happy Customers
3	www.bankmandiri.co.id	Bank Mandiri	68,061	75,311	63,811	68,536	Mostly Happy Customers
4	www.maybank.co.id	Maybank Indonesia	71,906	50,681	75,781	67,089	Mostly Happy Customers
5	www.permatabank.com	Bank Permata	70,069	75,319	58,613	67,061	Mostly Happy Customers
6	www.cimbniaga.co.id	Bank CIMB Niaga	69,030	46,655	80,272	66,814	Mostly Happy Customers
7	www.panin.co.id	Bank Panin	71,320	66,820	61,291	65,958	Mostly Happy Customers
8	www.banksinarmas.com	Bank Sinarmas	68,058	50,522	75,222	65,663	Mostly Happy Customers
9	www.uob.co.id	UOB Indonesia	70,248	42,273	79,490	65,552	Mostly Happy Customers
10	www.btn.co.id	Bank BTN	53,434	79,559	63,794	65,415	Mostly Happy Customers
11	www.bankmega.com	Bank Mega	69,268	49,393	73,011	64,802	Mostly Happy Customers
12	www.bankjatim.co.id	Bank Jatim	71,241	58,016	63,734	64,271	Mostly Happy Customers
13	www.danamon.co.id	Bank Danamon	70,574	50,774	68,824	63,934	Mostly Happy Customers
14	www.bri.co.id	Bank BRI	63,036	64,161	64,279	63,871	Mostly Happy Customers
15	www.bankbjb.co.id	Bank BJB	68,430	55,180	64,180	62,755	Mostly Happy Customers
16	www.ocbcnisp.com	Bank OCBC NISP	55,398	51,898	76,015	62,595	Mostly Happy Customers
17	www.smbci.com	SMBC Indonesia	70,336	63,700	54,853	62,152	Mostly Happy Customers
18	www.bankdki.co.id	Bank DKI	69,750	47,600	60,735	59,499	Mostly Don't Mind Customers
19	www.arthagraha.com	Bank Artha Graha	71,625	39,900	60,735	57,752	Mostly Don't Mind Customers
20	www.kbbukopin.com	KB Bank	64,125	44,800	50,735	52,972	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 – 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 - 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 - 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 - 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 - 15.999	Mostly Scar Customers
INDUSTRY			67,406	56,630	67,618	64,258	

2. SHARIA BANKING

NO	WEBSITE	BRAND	ACCESSING INDEX	CUSTOMERS EXPERIENCE INDEX	SOLUTION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 - 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 - 95.999	Mostly Happier To Few BLISFUL Customers
	Belum Ada	Belum Ada				80.000 - 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	www.bankmuamalat.co.id	Bank Muamalat	60,211	58,800	83,000	68,903	Mostly Happy Customers
2	www.bankbsi.co.id	Bank Syariah Indonesia	63,348	55,723	78,223	67,010	Mostly Happy Customers
3	www.permatabank.com/id/syariah	PermataBank Syariah	72,227	55,069	67,305	65,111	Mostly Happy Customers
4	www.cimbniaga.co.id/id/syariah-personal	Bank CIMB Niaga Syariah	70,906	64,956	54,009	62,363	Mostly Happy Customers
5	www.bcasysyariah.co.id	BCA Syariah	61,036	52,411	70,146	62,092	Mostly Happy Customers
6	www.kbbukopinsyariah.com	KB Bank Syariah	67,480	50,705	66,076	61,886	Mostly Happy Customers
7	www.ocbcnisp.com	Bank OCBC NISP Syariah	72,750	49,000	62,353	61,466	Mostly Happy Customers
8	www.megasyariah.co.id	Bank Mega Syariah	68,750	56,700	54,853	59,576	Mostly Don't Mind Customers
9	www.bjbsyariah.co.id	Bank BJB Syariah	65,336	48,300	60,000	58,091	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 – 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 - 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 - 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 - 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 - 15.999	Mostly Scar Customers
INDUSTRY			66,894	54,629	66,218	62,944	



3. 4W FINANCING COMPANY

NO	WEBSITE	BRAND	ACCESSING INDEX	CUSTOMERS EXPERIENCE INDEX	SOLUTION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 - 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 - 95.999	Mostly Happier To Few BLISFUL Customers
	Belum Ada	Belum Ada				80.000 - 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	www.bcafinance.co.id	BCA Finance	71,711	72,500	66,118	69,710	Mostly Happy Customers
2	www.acc.co.id	Astra Credit Companies	66,733	40,022	83,640	65,482	Mostly Happy Customers
3	www.adira.co.id	Adira Finance	71,750	31,500	80,000	62,975	Mostly Happy Customers
4	www.otofinance.co.id	OTO Finance	70,961	23,100	70,735	56,512	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 – 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 - 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 - 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 - 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 - 15.999	Mostly Scar Customers
INDUSTRY			70,288	41,780	75,123	63,670	

4. 2W FINANCING COMPANY

NO	WEBSITE	BRAND	ACCESSING INDEX	CUSTOMERS EXPERIENCE INDEX	SOLUTION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 - 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 - 95.999	Mostly Happier To Few BLISFUL Customers
	Belum Ada	Belum Ada				80.000 - 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	www.fifgroup.co.id	FIFGroup	54,750	66,000	82,000	69,025	Mostly Happy Customers
2	www.baf.id	Bussan Auto Finance	49,633	68,883	82,971	68,743	Mostly Happy Customers
3	www.adira.co.id	Adira Finance	60,048	48,573	74,791	62,503	Mostly Happy Customers
4	www.wom.co.id	WOM Finance	68,250	31,500	76,618	60,572	Mostly Happy Customers
	Tidak Ada	Tidak Ada				50.000 – 59.999	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 – 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 - 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 - 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 - 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 - 15.999	Mostly Scar Customers
INDUSTRY			58,170	53,739	79,095	65,211	

5. LIFE & HEALTH INSURANCE

NO	WEBSITE	BRAND	ACCESSING INDEX	CUSTOMERS EXPERIENCE INDEX	SOLUTION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 - 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 - 95.999	Mostly Happier To Few BLISFUL Customers
	Belum Ada	Belum Ada				80.000 - 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	www.bni-life.co.id	BNI Life	72,928	56,000	76,118	69,125	Mostly Happy Customers
2	www.fwd.co.id	FWD Insurance	62,723	54,078	82,195	67,918	Mostly Happy Customers
3	www.aia-financial.co.id	AIA Financial	51,104	78,854	67,354	65,929	Mostly Happy Customers
4	www.manulife.co.id	Manulife Indonesia	72,017	36,023	80,240	64,508	Mostly Happy Customers
5	www.sunlife.co.id	Sun Life Financial Indonesia	55,433	61,723	71,723	63,836	Mostly Happy Customers
6	www.allianz.co.id	Allianz Indonesia	68,319	34,294	81,312	63,309	Mostly Happy Customers
7	www.generali.co.id	Generali Indonesia	76,214	30,056	77,556	62,903	Mostly Happy Customers
8	www.axa-mandiri.co.id	AXA Mandiri	74,812	37,501	72,896	62,852	Mostly Happy Customers
9	www.sequis.co.id	Sequis Life	68,913	30,688	81,906	62,643	Mostly Happy Customers
10	www.chubb.com	Chubb Life Insurance	59,011	54,616	70,469	62,276	Mostly Happy Customers
11	www.prudential.co.id	Prudential Indonesia	76,934	40,039	66,775	61,802	Mostly Happy Customers
12	www.car.co.id	CAR Life Insurance	64,641	42,166	73,766	61,548	Mostly Happy Customers
13	www.equity.co.id	Equity Life Indonesia	72,039	34,903	72,439	61,058	Mostly Happy Customers
14	www.avrist.com	Avrist Assurance	71,577	33,032	73,549	60,802	Mostly Happy Customers
15	www.ifg-life.id	IFG Life	66,646	31,186	77,921	60,518	Mostly Happy Customers
16	www.bumiputera.com	AJB Bumiputera 1912	71,520	35,700	70,000	60,166	Mostly Happy Customers
17	www.brilife.co.id	BRI Life	63,461	37,800	70,294	58,496	Mostly Don't Mind Customers
18	www.mnclife.com	MNC Life	70,336	38,000	58,971	56,089	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 – 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 - 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 - 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 - 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 - 15.999	Mostly Scar Customers
INDUSTRY			67,701	42,592	73,638	62,543	

6. CAR INSURANCE

NO	WEBSITE	BRAND	ACCESSING INDEX	CUSTOMERS EXPERIENCE INDEX	SOLUTION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 - 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 - 95.999	Mostly Happier To Few BLISFUL Customers
	Belum Ada	Belum Ada				80.000 - 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	www.gardaoto.com	Garda Oto	62,563	51,400	84,000	67,789	Mostly Happy Customers
2	www.aca.co.id	ACA	59,726	53,376	80,094	65,968	Mostly Happy Customers
3	www.zurich.co.id	Zurich Autocilin	69,875	25,500	84,118	62,260	Mostly Happy Customers
	Tidak Ada	Tidak Ada				50.000 – 59.999	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 - 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 - 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 - 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 - 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 - 15.999	Mostly Scar Customers
INDUSTRY			64,054	43,425	82,737	65,339	

7. AIRLINE

NO	WEBSITE	BRAND	ACCESSING INDEX	CUSTOMERS EXPERIENCE INDEX	SOLUTION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 - 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 - 95.999	Mostly Happier To Few BLISFUL Customers
	Belum Ada	Belum Ada				80.000 - 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	www.citilink.co.id	Citilink	69,625	60,000	70,618	67,135	Mostly Happy Customers
2	www.garuda-indonesia.com	Garuda Indonesia	75,873	23,998	82,616	63,008	Mostly Happy Customers
3	www.lionair.co.id	Lion Air	78,500	33,600	70,000	61,630	Mostly Happy Customers
4	www.sriwijayaair.co.id	Sriwijaya Air	67,500	38,500	66,618	58,447	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 - 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 - 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 - 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 - 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 - 15.999	Mostly Scar Customers
INDUSTRY			72,875	39,025	72,463	62,555	



8. AIRPORT

NO	WEBSITE	BRAND	ACCESSING INDEX	CUSTOMERS EXPERIENCE INDEX	SOLUTION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 - 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 - 95.999	Mostly Happier To Few BLISFUL Customers
	Belum Ada	Belum Ada				80.000 - 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	www.soekarnohatta-airport.co.id	Bandara Soekarno Hatta	70,250	43,000	90,000	69,975	Mostly Happy Customers
2	www.bali-airport.comid	Bandara I Gusti Ngurah Rai	62,470	45,470	76,470	62,970	Mostly Happy Customers
3	www.juanda-airport.comid	Bandara Juanda	70,179	49,929	67,179	62,904	Mostly Happy Customers
4	www.hasanuddin-airport.co.id	Bandara Sultan Hasanuddin	70,500	57,500	59,412	62,165	Mostly Happy Customers
5	www.kualanamu-airport.co.id	Bandara Kualanamu	52,125	44,500	56,618	51,635	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 - 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 – 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 - 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 - 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 - 15.999	Mostly Scar Customers
INDUSTRY			65,105	48,080	69,936	61,930	

9. 4W AUTOMOTIVE COMPANY

NO	WEBSITE	BRAND	ACCESSING INDEX	CUSTOMERS EXPERIENCE INDEX	SOLUTION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 - 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 - 95.999	Mostly Happier To Few BLISFUL Customers
	Belum Ada	Belum Ada				80.000 - 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 - 79.999	Mostly Happier Customers
1	www.auto2000.co.id	Toyota Auto 2000	71,000	58,500	75,500	69,050	Mostly Happy Customers
2	www.honda-indonesia.com	Honda	69,250	56,000	70,618	65,822	Mostly Happy Customers
3	www.suzuki.co.id/automobile	Suzuki	72,250	46,000	55,735	57,769	Mostly Don't Mind Customers
4	www.daihatsu.co.id	Daihatsu	82,875	37,800	53,529	57,614	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 - 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 - 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 - 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 - 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 - 15.999	Mostly Scar Customers
INDUSTRY			73,844	49,575	63,846	62,564	

10. 2W AUTOMOTIVE COMPANY

NO	WEBSITE	BRAND	ACCESSING INDEX	CUSTOMERS EXPERIENCE INDEX	SOLUTION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 - 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 - 95.999	Mostly Happier To Few BLISFUL Customers
	Belum Ada	Belum Ada				80.000 - 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 - 79.999	Mostly Happier Customers
1	www.astra-honda.com	Honda	72,500	57,500	74,353	68,741	Mostly Happy Customers
2	www.yamaha-motor.co.id	Yamaha	73,582	52,324	72,718	66,859	Mostly Happy Customers
3	www.suzuki.co.id	Suzuki	75,500	50,000	64,853	63,591	Mostly Happy Customers
	Tidak Ada	Tidak Ada				50.000 - 59.999	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 - 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 - 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 - 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 - 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 - 15.999	Mostly Scar Customers
INDUSTRY			73,861	53,275	70,641	66,397	

11. SMARTPHONE

NO	WEBSITE	BRAND	ACCESSING INDEX	CUSTOMERS EXPERIENCE INDEX	SOLUTION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 - 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 - 95.999	Mostly Happier To Few BLISFUL Customers
	Belum Ada	Belum Ada				80.000 - 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	www.samsung.com	Samsung	74,750	53,200	77,118	69,232	Mostly Happy Customers
2	www.oppo.com	Oppo	78,530	70,030	60,383	68,721	Mostly Happy Customers
3	www.apple.com	iPhone	89,250	42,500	70,735	67,819	Mostly Happy Customers
	Tidak Ada	Tidak Ada				50.000 – 59.999	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 - 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 - 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 - 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 - 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 - 15.999	Mostly Scar Customers
INDUSTRY			80,843	55,243	69,412	68,591	

12. TELECOMMUNICATION (MOBILE SIM CARD)

NO	WEBSITE	BRAND	ACCESSING INDEX	CUSTOMERS EXPERIENCE INDEX	SOLUTION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 - 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 - 95.999	Mostly Happier To Few BLISFUL Customers
	Belum Ada	Belum Ada				80.000 – 89.999	Mostly Happier To Few Delighted Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	www.telkomsel.com	Telkomsel	77,250	61,500	70,353	69,766	Mostly Happy Customers
2	www.xl.co.id	XL Axiata	67,469	63,344	67,079	66,075	Mostly Happy Customers
3	www.smartfren.com	Smartfren	71,591	63,341	53,077	61,710	Mostly Happy Customers
4	www.im3.id/portal/id/indexpersonal	Indosat	68,467	58,967	57,320	61,159	Mostly Happy Customers
5	www.tri.co.id	Tri Indonesia	74,250	56,000	54,853	61,016	Mostly Happy Customers
	Tidak Ada	Tidak Ada				50.000 – 59.999	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 - 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 - 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 - 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 - 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 - 15.999	Mostly Scar Customers
INDUSTRY			71,805	60,630	60,536	63,945	

13. TELECOMMUNICATION (FIXED BROADBAND)

NO	WEBSITE	BRAND	ACCESSING INDEX	CUSTOMERS EXPERIENCE INDEX	SOLUTION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 - 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 - 95.999	Mostly Happier To Few BLISFUL Customers
	Belum Ada	Belum Ada				80.000 - 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	www.telkomsel.com/indihome	IndiHome	73,125	66,500	70,235	69,982	Mostly Happy Customers
2	www.biznethome.net	Biznet Home	74,009	69,134	60,311	67,067	Mostly Happy Customers
3	www.myrepublic.co.id	MyRepublic	70,708	42,585	79,720	65,876	Mostly Happy Customers
4	www.firstmedia.com	First Media	72,872	64,622	54,358	62,992	Mostly Happy Customers
5	www.hifi.ioh.co.id	Indosat Hifi	75,250	57,000	55,853	62,016	Mostly Happy Customers
	Tidak Ada	Tidak Ada				50.000 – 59.999	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 - 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 - 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 - 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 - 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 - 15.999	Mostly Scar Customers
INDUSTRY			73,193	59,968	64,095	65,586	



14. HYPERMARKET / MODERN MARKET

NO	WEBSITE	BRAND	ACCESSING INDEX	CUSTOMERS EXPERIENCE INDEX	SOLUTION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 - 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 - 95.999	Mostly Happier To Few BLISFUL Customers
	Belum Ada	Belum Ada				80.000 - 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	www.hypermart.co.id	Hypermart	61,599	61,000	79,235	68,474	Mostly Happy Customers
2	www.lottemart.co.id	Lottemart	69,908	41,000	56,471	55,861	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 – 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 - 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 - 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 - 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 - 15.999	Mostly Scar Customers
INDUSTRY			65,753	51,000	67,853	62,167	

15. MINIMARKET

NO	WEBSITE	BRAND	ACCESSING INDEX	CUSTOMERS EXPERIENCE INDEX	SOLUTION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 - 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 - 95.999	Mostly Happier To Few BLISFUL Customers
	Belum Ada	Belum Ada				80.000 - 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	www.indomaret.co.id	Indomaret	72,250	57,000	76,118	69,222	Mostly Happy Customers
2	www.alfamart.co.id	Alfamart	71,500	44,000	76,250	65,150	Mostly Happy Customers
3	www.circlekindo.com	Circle K	66,250	49,500	60,000	58,725	Mostly Don't Mind Customers
4	www.alfamidi.alfamidiku.com	Alfamidi	76,520	35,000	44,118	51,103	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 – 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 – 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 - 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 - 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 - 15.999	Mostly Scar Customers
INDUSTRY			71,630	46,375	64,121	61,050	

16. DEPARTMENT STORE

NO	WEBSITE	BRAND	ACCESSING INDEX	CUSTOMERS EXPERIENCE INDEX	SOLUTION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 - 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 - 95.999	Mostly Happier To Few BLISFUL Customers
	Belum Ada	Belum Ada				80.000 - 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	www.matahari.com	Matahari	74,500	63,500	69,618	69,247	Mostly Happy Customers
2	www.sogo.co.id	Sogo	66,000	48,000	76,735	64,894	Mostly Happy Customers
3	www.ramayana.co.id	Ramayana	69,020	44,800	48,971	53,734	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 – 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 - 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 - 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 - 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 - 15.999	Mostly Scar Customers
INDUSTRY			69,840	52,100	65,108	62,625	

17. COURIER

NO	WEBSITE	BRAND	ACCESSING INDEX	CUSTOMERS EXPERIENCE INDEX	SOLUTION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 - 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 - 95.999	Mostly Happier To Few BLISFUL Customers
	Belum Ada	Belum Ada				80.000 - 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	www.jne.co.id	JNE Express	64,974	54,000	81,235	68,186	Mostly Happy Customers
2	www.posindonesia.co.id	Pos Indonesia	61,172	45,128	88,145	67,148	Mostly Happy Customers
3	www.tiki.id	TIKI	72,380	34,818	84,215	65,845	Mostly Happy Customers
4	www.fedex.com	FedEx Indonesia	64,235	45,610	78,963	64,539	Mostly Happy Customers
5	www.dhl.co.id	DHL	79,723	49,303	60,556	62,930	Mostly Happy Customers
6	www.ups.com	UPS	68,461	23,100	84,118	61,115	Mostly Happy Customers
	Tidak Ada	Tidak Ada				50.000 – 59.999	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 – 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 - 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 - 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 - 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 - 15.999	Mostly Scar Customers
INDUSTRY			68,491	41,993	79,539	64,961	

18. ONLINE TRANSPORTATION

NO	WEBSITE	BRAND	ACCESSING INDEX	CUSTOMERS EXPERIENCE INDEX	SOLUTION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 - 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 - 95.999	Mostly Happier To Few BLISFUL Customers
	Belum Ada	Belum Ada				80.000 - 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	www.grab.com	Grab	60,375	59,500	83,500	69,363	Mostly Happy Customers
2	www.gojek.com	Gojek	59,504	65,379	69,379	65,217	Mostly Happy Customers
3	www.id.taximaxim.com	Maxim	51,961	40,800	88,500	63,228	Mostly Happy Customers
	Tidak Ada	Tidak Ada				50.000 – 59.999	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 - 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 - 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 - 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 - 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 - 15.999	Mostly Scar Customers
INDUSTRY			57,280	55,226	80,460	65,936	

19. ONLINE SHOPPING

NO	WEBSITE	BRAND	ACCESSING INDEX	CUSTOMERS EXPERIENCE INDEX	SOLUTION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 - 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 - 95.999	Mostly Happier To Few BLISFUL Customers
	Belum Ada	Belum Ada				80.000 - 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	www.tokopedia.com	Tokopedia	65,625	67,500	75,118	69,985	Mostly Happy Customers
2	www.shopee.co.id	Shopee	70,499	58,499	77,234	69,593	Mostly Happy Customers
3	www.blibli.com	Blibli.com	58,203	68,953	73,806	67,670	Mostly Happy Customers
4	www.lazada.co.id	Lazada	72,520	36,500	78,500	64,106	Mostly Happy Customers
	Tidak Ada	Tidak Ada				50.000 – 59.999	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 - 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 - 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 - 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 - 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 - 15.999	Mostly Scar Customers
INDUSTRY			66,712	57,863	76,165	67,838	



20. ONLINE TICKETING

NO	WEBSITE	BRAND	ACCESSING INDEX	CUSTOMERS EXPERIENCE INDEX	SOLUTION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 - 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 - 95.999	Mostly Happier To Few BLISFUL Customers
	Belum Ada	Belum Ada				80.000 - 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	www.tiket.com	Tiket.com	69,000	64,000	74,118	69,547	Mostly Happy Customers
2	www.traveloka.com	Traveloka	66,921	62,921	71,921	67,721	Mostly Happy Customers
3	www.nusatrip.com	Nusatrip	62,515	52,515	76,868	65,256	Mostly Happy Customers
4	www.tiket2.com	tiket2	71,999	77,289	50,524	64,996	Mostly Happy Customers
5	www.utiket.com	utiket Indonesia	71,875	51,800	57,353	60,044	Mostly Happy Customers
	Tidak Ada	Tidak Ada				50.000 – 59.999	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 – 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 - 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 - 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 - 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 - 15.999	Mostly Scar Customers
INDUSTRY			68,462	61,705	66,157	65,513	

21. LABORATORIUM

NO	WEBSITE	BRAND	ACCESSING INDEX	CUSTOMERS EXPERIENCE INDEX	SOLUTION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 - 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 - 95.999	Mostly Happier To Few BLISFUL Customers
	Belum Ada	Belum Ada				80.000 - 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 – 79.999	Mostly Happier Customers
1	www.prodia.co.id	Prodia	78,309	41,000	82,250	68,693	Mostly Happy Customers
2	www.labcito.co.id	CITO	55,923	40,603	88,521	64,366	Mostly Happy Customers
3	www.medilab-clinic.com	Medilab	80,987	39,500	62,294	61,064	Mostly Happy Customers
4	www.labparahita.com	Lab Parahita	58,461	21,000	88,235	59,132	Mostly Don't Mind Customers
5	www.kimiafarma.co.id	Kimia Farma	66,125	21,000	78,235	57,432	Mostly Don't Mind Customers
6	www.pathlabindonesia.co.id	Pathlab	70,500	21,000	64,118	53,097	Mostly Don't Mind Customers
7	www.biomedika.co.id	Biomedika	71,461	21,000	60,735	52,032	Mostly Don't Mind Customers
8	www.biomedilab.co.id	Biomedilab	65,599	25,000	42,500	44,180	Mostly Not Happy Customers
9	www.kalgeninnolab.co.id	Kalgen Innolab	57,770	21,000	30,000	35,631	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 – 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 - 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 - 15.999	Mostly Scar Customers
INDUSTRY			67,237	27,900	66,321	55,070	

22. FINANCIAL TECHNOLOGY

NO	WEBSITE	BRAND	ACCESSING INDEX	CUSTOMERS EXPERIENCE INDEX	SOLUTION INDEX	DIGICCX Index 2025	CARRE CX Rating
	Belum Ada	Belum Ada				96.000 - 100.000	Mostly Happier To Few ELATED Customers
	Belum Ada	Belum Ada				90.000 - 95.999	Mostly Happier To Few BLISFUL Customers
	Belum Ada	Belum Ada				80.000 - 89.999	Mostly Happier To Few DELIGHTED Customers
	Belum Ada	Belum Ada				70.000 - 79.999	Mostly Happier Customers
	Belum Ada	Belum Ada				60.000 – 69.999	Mostly Happy Customers
1	www.kredivo.com	Kredivo	74,250	23,800	90,000	65,415	Mostly Happy Customers
2	www.akulaku.com	Akulaku	74,250	21,000	90,000	64,575	Mostly Happy Customers
3	www.kreditpintar.com	Kredit Pintar	65,500	23,800	90,000	62,790	Mostly Happy Customers
	Tidak Ada	Tidak Ada				50.000 – 59.999	Mostly Don't Mind Customers
	Tidak Ada	Tidak Ada				40.000 - 49.999	Mostly Not Happy Customers
	Tidak Ada	Tidak Ada				30.000 - 39.999	Mostly Discontentment Customers
	Tidak Ada	Tidak Ada				20.000 - 29.999	Mostly Dissatisfaction Customers
	Tidak Ada	Tidak Ada				16.000 - 19.999	Mostly Resentment Customers
	Tidak Ada	Tidak Ada				00.000 - 15.999	Mostly Scar Customers
INDUSTRY			71,333	22,867	90,000	64,260	