

Daily Report NOC Helpdesk - 23-08-2024

No	Tiket	Customer	POP	Case	Case Klasifikasi	Sub Klasifikasi	Tgl.Open	Eskalasi NOC	Handle By	Eskalasi Akhir	Problem	Action	Status	Tgl.Close	Durasi Tiket
1	#202408230952	PT Lombok Sea Side Cottage (Holiday Resort Lombok)	NUTANA	Internet Lambat	Request	Perubahan Konfigurasi Access Point	2024-08-23 16:29:37	NOC HD	Ilman	NOC	AP room 320-325 lambat	Optimasi Access Point	Solved	2024-08-23 16:37:12	7 menit
2	#202408230949	ASTON INN MATARAM	NUTANA	Request	Request	Konfigurasi - Router	2024-08-23 14:40:52	NOC HD	Ilman	NOC	Tidak ada issue internal BLiP	Bypass mac address di filter rules dan konfirmasi PIC	Solved	2024-08-23 14:43:52	3 menit
3	#202408230947	Pink Coco Gili Trawangan	PEMENANG	Internet lambat	Gangguan diluar Layanan	Kabel LAN	2024-08-23 11:55:50	NOC HD	Ilman	NOC	Kendala di lokalan pelanggan	Melampirkan sinyal CCQ, traffic, dan ping ke pelanggan	Solved	2024-08-23 12:05:50	10 menit

Regards,
NOC Area NTB