

Daily Report NOC Helpdesk - 03-12-2024

| 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 | #202412030454 | BPRS DINAR ASHRI Site Kantor HO | NUTANA | Internet Lambat Intermitten | Gangguan ICT | Upstream Lokal (Intercity) | 2024-12-03 11:28:38 | NOC HD | Fawas | SMARTFREN | Kendala ICT Smartfren MTR<>DPS | Eskalasi ke tim SF dan Reroute | Solved | 2024-12-03 11:40:38 | 12 menit |
| 2 | #202412030454 | Balai Besar POM Mataram | NUTANA | Internet Lambat Intermitten | Gangguan ICT | Upstream Lokal (Intercity) | 2024-12-03 11:28:38 | NOC HD | Fawas | SMARTFREN | Kendala ICT Smartfren MTR<>DPS | Eskalasi ke tim SF dan Reroute | Solved | 2024-12-03 11:40:38 | 12 menit |
| 3 | #202412030454 | Prime Park Hotel & Convention Lombok | NUTANA | Internet Lambat Intermitten | Gangguan ICT | Upstream Lokal (Intercity) | 2024-12-03 11:28:38 | NOC HD | Fawas | SMARTFREN | Kendala ICT Smartfren MTR<>DPS | Eskalasi ke tim SF dan Reroute | Solved | 2024-12-03 11:40:38 | 12 menit |
| 4 | #202412030454 | PT. Digital Wallet Indonesia | NUTANA | Internet Lambat Intermitten | Gangguan ICT | Upstream Lokal (Intercity) | 2024-12-03 11:28:38 | NOC HD | Fawas | SMARTFREN | Kendala ICT Smartfren MTR<>DPS | Eskalasi ke tim SF dan Reroute | Solved | 2024-12-03 11:40:38 | 12 menit |
| 5 | #202412030454 | PT. Air Minum Giri Menang Site HO | NUTANA | Internet Lambat Intermitten | Gangguan ICT | Upstream Lokal (Intercity) | 2024-12-03 11:28:38 | NOC HD | Fawas | SMARTFREN | Kendala ICT Smartfren MTR<>DPS | Eskalasi ke tim SF dan Reroute | Solved | 2024-12-03 11:40:38 | 12 menit |
| 6 | #202412030453 | Pengadilan Negeri Praya | NUTANA | Internet Lambat Intermitten | Gangguan ICT | Upstream Lokal (Intercity) | 2024-12-03 11:28:38 | NOC HD | Fawas | SMARTFREN | Kendala ICT Smartfren MTR<>DPS | Eskalasi ke tim SF dan Reroute | Solved | 2024-12-03 11:40:38 | 12 menit |
| 7 | #202412030442 | Pink Coco Gili Air | PEMENANG | Internet Lambat | Gangguan LAN | Konfigurasi - Router | 2024-12-03 09:23:13 | NOC HD | Fawas | NOC | Kendala dikarenakan adanya limitasi setiap pelanggan | Melampirkan evident Limitasi, ping ,trafik dan konfirmasi PIC | Solved | 2024-12-03 09:56:13 | 33 menit |

Regards,
NOC Area NTB