

Daily Report NOC Helpdesk - 27-07-2024

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	#202407271408	The Lombok Lodge Site Gondang	PEMENANG	AP Lokal Down	Gangguan LAN	Hardware - End User Equipment	2024-07-27 16:16:49	NOC HD	Fawas	NOC	Indikasi AP Milik Pelanggan ke Reset	Konfigurasi Ulang AP by Remote & Konfirmasi PIC	Solved	2024-07-27 16:52:49	36 menit
2	#202407271402	PT. Air Minum Giri Menang Site Gerung	NUTANA	Link Loss	Gangguan Lastmile	Link - FO	2024-07-27 12:23:07	NOC HD	Fawas	TELKOM	Suspect FO Cut	Eskalasi Tim Telkom dan Konfirmasi PIC	Solved	2024-07-27 14:42:07	139 menit

Regards,
NOC Area NTB