

Daily Report NOC Helpdesk - 23-07-2024

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	#202407231046	Gili Kampoeng	PEMENANG	Request	Request	Menanyakan Password Wifi	2024-07-23 15:32:47	NOC HD	Fawas	NOC	-	Menanyakan password wifi	Solved	2024-07-23 15:33:47	1 menit
2	#202407231043	PT Lombok Sea Side Cottage (Holiday Resort Lombok)	NUTANA	Link Loss	Gangguan Lastmile	Hardware - ONU	2024-07-23 11:48:45	NOC HD	Ilman	SoFi	Onu Hang	Eskalasi ke SoFi dan konfirmasi PIC	Solved	2024-07-23 13:25:45	97 menit
3	#202407231038	Pengadilan Tata Usaha Negara Mataram	NUTANA	Konsultasi	Konsultasi	Menanyakan Status Internet	2024-07-23 13:48:07	NOC HD	Fawas	NOC	-	Melampirkan Ping dan Traffic ke PIC	Solved	2024-07-23 13:59:07	11 menit
4	#202407231036	Gili Eco Villas		request	Request	Perubahan Konfigurasi Router	2024-07-23 10:25:45	NOC HD	Ilman	NOC	-	Pasang IP Binding DVR	Solved	2024-07-23 10:45:45	20 menit
5	#202407231031	PT. Spectrum Nusantara (Dairy Food)	NUTANA	FO Cut	Gangguan Lastmile	Link - FO	2024-07-23 09:50:20	NOC HD	Ilman	CGS	FO Cut	Eskalasi ke team teknisi CGS dan konfirmasi PIC	Solved	2024-07-23 11:55:20	125 menit

Regards,
NOC Area NTB