

Daily Report NOC Helpdesk - 10-12-2024

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	#202412100552	Living Asia Sunset Gili Air	PEMENANG	request	Request	Perubahan Konfigurasi Router	2024-12-10 14:06:10	NOC HD	Ilman	NOC	Request Link BLiP Direct ke LAN	Melakukan perubahan konfigurasi IP Route dan konfirmasi PIC	Solved	2024-12-10 14:15:20	9 menit
2	#202412100411	BIDANG BINA MARGA DPU-PR Prov NTB	NUTANA	Link Loss	Gangguan Lastmile	Link - FO	2024-12-10 11:30:20	NOC HD	Fawas	TS	Suspect FO Cut	Eskalasi ke tim TS dan Konfirmasi PIC	Solved	2024-12-10 16:46:20	316 menit
3	#202412100409	ACE CAFE		Request	Request	Perubahan Konfigurasi Access Point	2024-12-10 11:35:38	NOC HD	Fawas	NOC	-	Ubah Password Access Point by Remote dan Konfirmasi PIC	Solved	2024-12-10 11:40:38	5 menit
4	#202412100404	PT. Air Minum Giri Menang Site HO	NUTANA	Latency Tidak Stabil	Gangguan Upstream	Upstream Lokal (Intercity)	2024-12-10 10:35:34	NOC IP Core	Fawas	NOC	Problem Path	Solved by NOC IP Core Bali Optimize Path	Solved	2024-12-10 11:10:34	35 menit

Regards,
NOC Area NTB