

Daily Report NOC Helpdesk - 26-11-2024

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	#202411260753	Paradesa Villa	PEMENANG	Request	Request	Perubahan Konfigurasi Router	2024-11-26 20:43:29	NOC HD	Ilman	NOC	Request bypass Mac address tamu	Bypass Mac address	Solved	2024-11-26 20:44:12	0 menit
2	#202411260550	PT Dhewi Trawangan (Gili Boho Villas)	PEMENANG	Link Down	Gangguan LAN	Kelistrikan	2024-11-26 14:02:33	NOC HD	Ilman	NOC	Kendala kelistrikan	Konfirmasi PIC	Solved	2024-11-26 14:32:12	29 menit
3	#202411260426	BPRS DINAR ASHRI Site Praya	NUTANA	Link Down	Gangguan LAN	Kelistrikan	2024-11-26 12:47:33	NOC HD	Fawas	NOC	Kendala kelistrikan	Konfirmasi PIC	Solved	2024-11-26 12:53:33	6 menit
4	#202411260417	SMAN 4 Mataram	NUTANA	Request Free BOD	Request	Bandwidth On Demand (BOD)	2024-11-26 11:20:15	NOC HD	Fawas	NOC	-	Melampirkan Bandwidth BOD dan Konfirmasi ke PIC	Solved	2024-11-26 11:45:15	25 menit

Regards,
NOC Area NTB