

Daily Report NOC Helpdesk - 26-06-2024

| 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 | #202406261422 | PT. EKOSISTEM DIGITAL NUSANTARA | NUTANA | Internet Down | Gangguan LAN | Hardware - End User Equipment | 2024-06-26 11:05:14 | NOC HD | Fawas | NOC | Kendala Konfigurasi pada Router Pelanggan | Konfirmasi PIC dan Saran Pengecekan ke Engginerr | Solved | 2024-06-26 11:30:14 | 25 menit |

Regards,
NOC Area NTB