

Daily Report NOC Helpdesk - 06-11-2024

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	#202411060943	PT. Digital Wallet Indonesia	NUTANA	Intermitten	Gangguan ICT	Upstream Lokal (Intercity)	2024-11-06 08:49:13	NOC HD	Fawas	SMARTFREN	Intermitten MTR<>DPS via SMARTFREN	Eskalasi ke tim SF dan Reroute	Solved	2024-11-06 09:12:13	23 menit
2	#202411060942	Velo Sheraton Senggigi	NUTANA	Intermitten	Gangguan ICT	Upstream Lokal (Intercity)	2024-11-06 08:49:13	NOC HD	Fawas	SMARTFREN	Intermitten MTR<>DPS via SMARTFREN	Eskalasi ke tim SF dan Reroute	Solved	2024-11-06 09:12:13	23 menit
3	#202411060942	PT. Catur Mitra Sejati Sentosa (Mitra 10) Site Mataram	NUTANA	Intermitten	Gangguan ICT	Upstream Lokal (Intercity)	2024-11-06 08:49:13	NOC HD	Fawas	SMARTFREN	Intermitten MTR<>DPS via SMARTFREN	Eskalasi ke tim SF dan Reroute	Solved	2024-11-06 09:12:13	23 menit
4	#202411060942	BPRS DINAR ASHRI Site Kantor HO	NUTANA	Intermitten	Gangguan ICT	Upstream Lokal (Intercity)	2024-11-06 08:49:13	NOC HD	Fawas	SMARTFREN	Intermitten MTR<>DPS via SMARTFREN	Eskalasi ke tim SF dan Reroute	Solved	2024-11-06 09:12:13	23 menit
5	#202411060942	Balai Besar POM Mataram	NUTANA	Intermitten	Gangguan ICT	Upstream Lokal (Intercity)	2024-11-06 08:49:13	NOC HD	Fawas	SMARTFREN	Intermitten MTR<>DPS via SMARTFREN	Eskalasi ke tim SF dan Reroute	Solved	2024-11-06 09:12:13	23 menit
6	#202411060941	Rumah Sakit Umum Daerah Kota Mataram	NUTANA	Intermitten	Gangguan ICT	Upstream Lokal (Intercity)	2024-11-06 08:49:13	NOC HD	Fawas	SMARTFREN	Intermitten MTR<>DPS via SMARTFREN	Eskalasi ke tim SF dan Reroute	Solved	2024-11-06 09:12:13	23 menit
7	#202411060941	PT. Air Minum Giri Menang Site HO	NUTANA	Intermitten	Gangguan ICT	Upstream Lokal (Intercity)	2024-11-06 08:49:13	NOC HD	Fawas	SMARTFREN	Intermitten MTR<>DPS via SMARTFREN	Eskalasi ke tim SF dan Reroute	Solved	2024-11-06 09:12:13	23 menit

Regards,
NOC Area NTB