

Daily Report NOC Helpdesk - 08-10-2024

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	#202410081417	BIDANG BINA MARGA DPU-PR Prov NTB	NUTANA	Indikasi down AP ruijie	Gangguan LAN	Hardware - Access Point	2024-10-08 15:35:59	NOC HD	Fawas	NOC	Tidak ada issue internal BLip	melampirkan MRTG, cek traffic dan optimasi AP ruijie	Solved	2024-10-08 16:12:59	37 menit
2	#202410081412	PT. Digital Wallet Indonesia	NUTANA	degradasi sinyal	Gangguan Upstream	Link - Wireless	2024-10-08 12:15:42	NOC HD	Ilman	NOC	Degradasi sinyal	Optimasi frekuensi AP	Solved	2024-10-08 12:27:42	12 menit
3	#202410081400	La Cocoteraie Ecolodge	PEMENANG	degradasi sinyal	Gangguan Lastmile	Link - Wireless	2024-10-08 11:30:56	NOC HD	Ilman	NOC	Degradasi sinyal	Optimasi frekuensi AP	Solved	2024-10-08 12:00:56	30 menit
4	#202410080603	Royal Regantris Villa Karang	PEMENANG	Request Free BOD	Request	Bandwidth On Demand (BOD)	2024-10-08 09:10:45	NOC HD	Fawas	NOC	-	OpenFree BOD dan Konfirmasi PIC	Solved	2024-10-08 09:16:45	6 menit
5	#202410080603	PT. WAHYU WISATA MANDALIKA (Royal Regantris Villa Karang)	PEMENANG	Request Free BOD	Request	Bandwidth On Demand (BOD)	2024-10-08 09:10:45	NOC HD	Fawas	NOC	-	OpenFree BOD dan Konfirmasi PIC	Solved	2024-10-08 09:16:45	6 menit

Regards,  
NOC Area NTB