

Daily Report NOC Helpdesk - 05-10-2024

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	#202410051420	Lombok Sunset Bay Resort	NUTANA	Internet Lambat	Gangguan LAN	Hardware - End User Equipment	2024-10-05 18:53:02	NOC HD	Fawas	NOC	Tidak ada issue internal BLiP dan Indikasi Degradasi Sinyal AP	Optimasi AP Frekuensi dan Power dan Konfirmasi PIC	Solved	2024-10-05 19:07:02	14 menit
2	#202410051418	Svarga Resort Lombok	NUTANA	Kendala Upload Speedtest dan Akses VHP	Gangguan LAN	Kabel LAN	2024-10-05 19:23:48	NOC HD	Fawas	NOC	Indikasi Kendala Kabel LAN pada Pelanggan	Melampirkan evident ping dan konfirmasi PIC	Solved	2024-10-05 20:10:48	47 menit
3	#202410051415	PT. Digital Wallet Indonesia	NUTANA	Tidak Bisa Internet	Gangguan Upstream	Upstream Lokal (Intercity)	2024-10-05 12:27:12	NOC IP Core	Fawas	NOC	Anomaly service resolver DNS Bali	Solved by NOC IP Core Bali	Solved	2024-10-05 12:36:12	9 menit
4	#202410051413	PT. Air Minum Giri Menang Site HO	NUTANA	Tidak Bisa Internet	Gangguan Upstream	Upstream Lokal (Intercity)	2024-10-05 12:27:12	NOC IP Core	Fawas	NOC	Anomaly service resolver DNS Bali	Solved by NOC IP Core Bali	Solved	2024-10-05 12:36:12	9 menit
5	#202410051413	English First Site Mataram	NUTANA	Tidak Bisa Internet	Gangguan Upstream	Upstream Lokal (Intercity)	2024-10-05 12:27:12	NOC IP Core	Fawas	NOC	Anomaly service resolver DNS Bali	Solved by NOC IP Core Bali	Solved	2024-10-05 12:36:12	9 menit
6	#202410051411	PT Dhewi Trawangan (Gili Boho Villas)	PEMENANG	Tidak Muncul SSID	Gangguan LAN	Konfigurasi - Access Point	2024-10-05 10:13:45	NOC HD	Fawas	NOC	Kendala Anomali Perangkat AP Ruijie EW1200 karena PLN UP Down (Reset Otomatis) di Be Wild sudah 2 kali)	Konfigurasi Ulang AP by Remote & Konfirmasi PIC	Solved	2024-10-05 10:24:45	11 menit

Regards,
NOC Area NTB