

Daily Report NOC Helpdesk - 22-10-2024

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	#202410221354	The Oberoi Beach Resort Lombok		Maxismart	Request	Perubahan Konfigurasi Maxismart	2024-10-22 16:53:05	NOC HD	Fawas	NOC	-	Bantu PIC untuk Perubahan Konfigurasi Batas Limit Client untuk Login Hotspot Maxismart	Solved	2024-10-22 17:15:05	22 menit
2	#202410221351	Svarga Resort Lombok	NUTANA	Link Down	Gangguan Lastmile	Hardware - ONU	2024-10-22 16:50:36	NOC HD	Ilman	NOC	Indikasi Kendala ONU BDCoM SoFi Hang	Pandu PIC Reboot ONU dan normal Kembali	Solved	2024-10-22 17:05:36	15 menit
3	#202410221349	BPRS DINAR ASHRI Site Praya	NUTANA	Intermitten	Gangguan ICT	Upstream Lokal (Intercity)	2024-10-22 13:12:02	NOC HD	Ilman	XL	Intermitten MTR<>PRY via XL	Eskalasi Tim XL dan Konfirmasi PIC	Solved	2024-10-22 14:00:02	48 menit

Regards,
NOC Area NTB