

## Report for January,2020

SI	Detail	Count	Percent
1	No. of Complaints received from Clients	Calls	724
		Email	11
2	Time slot of Calls received	Slot 1 ((00:00-09:30)	62
		Slot 2 (09:30-18:00)	453
		Slot 3 (18:00-23:59)	209
4	Repeat calls from same client	26	4%
5	No. of Call Logs/tickets created (OS Ticket Server report)	571	
6	SL % (Call Logs/Calls Received)		78%
7	No. of case/tickets closed	566	
8	No. of case/tickets pending	5	

**2-4.01.2020:** Note: As the OS ticket server was down ticket does not created equally.

**05.01.2020:** Note: Due to BDIX issue we have got only 6 calls from IPTSP and the other calls (01819412413)

**07.01.2020:** Note: Due to CUET link down issue we have got huge calls from CUET. That's why tickets generated equally. **CUET link was down for almost 10 hours.**

**08.01.2020:** Note: Some tickets were created from Nagios Monitoring System that's why percent showing above 100%.

**09.01.2020:** Note: One ticket has been created for IP Phone/PABX issue.

**11.01.2020:** Note: Due to CUET payment issue we have got huge calls from users that's why tickets generated equally.

**14.01.2020:** Note: Some tickets were created from Nagios Monitoring System that's why percent showing above 100%.

**16-18.01.2020:** Note: There are 30 tickets has been generated from Slot 2 (09:30-18:00), where tickets has been generated from Slot 3 (18:00-23:59), where call was 12.

**19.01.2020:** Note: Some tickets were created from Nagios Monitoring System that's why percent showing above 100%.

**21.01.2020:** Note: We have got several calls from different persons regarding same issue(PC issue). That's why ticket does not generated equally.

**22.01.2020:** Note: One ticket has been generated for LAN support(Qatar)

**23-24.01.2020:** Note: On weekend (Friday) and 23rd January, there are 4 tickets has been created where call was 3. 10 tickets has been created from slot 2 where call was 22. 1 tickets has been created where call was 18.

**25.01.2020:** Note: Due to Cueto link shift issue we have got several calls from same users regarding same issue. That's why tickets doesn't generated equally.

**26.01.2020:** Note: One ticket has been generated for LAN support(Qatar)

**27.01.2020:** Note: Due to cueto link shifting issue we got several calls from users regarding same issue. That's why tickets doesn't generated equally.

**28.01.2020:** Note: Due to cueto link shifting issue we got several calls from users regarding same issue. That's why tickets doesn't generated equally.

**28.01.2020:** Note: Two tickets has been generated for LAN support(Qatar) and Mail problem

**31.01.2020:** Note: On 31/01/2020 only 3 tickets has been created where call was 14.





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S/N	Help/Complaint Issue	Count	NOC	Dhanmondi
1	Link Down	177	44	
2	Connection problem	69	13	
3	Slow bandwidth	100	11	2
4	mail problem	7		
5	Request for support	4	1	
6	LAN support	6		
7	CUET payment status	92		
8	CUET link down	41		
9	CUET connection problem	5		
10	Website browsing problem	1		
11	Link shifting	31	3	
12	Router configuration	7	2	
13	Router reconfiguration	1		
14	New connection query	1		
15	others	4	1	
16	Survey	1		
17	bandwidth up-gradation(permanent)	1		
18	bandwidth up-gradation(temporary)	1		
19	POP Down	1	1	
20	Printer problem	3	2	
21	Ping loss	1		
22	VPN Connection Problem	1		
23	Disconnection Request	3		
24	LAN problem	3		
25	IP Phone/PABX problem issue	3		
26	Wifi Connection problem	6		
27	Domain & Hosting problem issue	1		
28	bandwidth Downgradation (Permanent)	1		
		572	78	2
Percentage			14%	0%

## Report on service time

	Help/Complaint Issue	Count		
			Less than 2 hours	Less than 4 hours
1	Link Down	177	151	18
2	Connection problem	69	50	10
3	Slow bandwidth	100	69	17
4	mail problem	7	4	3
5	Request for support	4	3	1
6	LAN support	6	2	

Tejgaon	Uttara	Ajhora	Banani -17	Motijhe el POP	Niketon-5	Gulshan-96	Gulshan-62	CUET
4	3	11	5	4	54	3	4	9
2		5	8		14		3	15
2		4	4		21			43
		1						
		1	1		1			1
		2						
								92
								41
								5
								26
								4
								1
		1		1				1
								1
					1			
			1					
					1			
								2
					2			
					1			
					1			1
				1				
								1
8	3	25	19	6	96	3	7	243
1%	1%	4%	3%	1%	17%	1%	1%	42%

Resolution Time			
Less than 8 hours	Less than 24 hours	Less than 48 hours	48 hours Plus
8			
4	5		
	8	6	
	4		

[illegible]

[illegible]



7	CUET payment status	92	92	
8	CUET link down	41	3	
9	CUET connection problem	5		5
10	Website browsing problem	1		1
11	Link shifting	31		1
12	Router configuration	7	2	5
13	Router reconfiguration	1		1
14	New connection query	1	1	
15	others	4	2	2
16	Survey	1		1
17	bandwidth up-gradation(permanent)	1	1	
18	bandwidth up-gradation(temporary)	1	1	
19	POP Down	1		1
20	Printer problem	3		3
21	Ping loss	1	1	
22	VPN Connection Problem	1		1
23	Disconnection Request	3	3	
24	LAN problem	3		3
25	IP Phone/PABX problem issue	3	2	
26	Wifi Connection problem	6		
27	Domain & Hosting problem issue	1	1	
28	bandwidth Downgration (Permanent)	1	1	
		572	389	73

#### Cell Colour Rules

<b>Green</b>	Within Required Service Level
<b>Yellow</b>	Exceeding required Service Level but within tolerance limit
<b>Red</b>	Unacceptable Service Level. Need to be addressed on priority

SL	POP	Count	Percentage
1	CUET	243	42%
2	Niketon-5	96	17%
3	NOC	78	14%
		417	73%

S/N	Column1	1st week	2nd week	3rd week
1	No. of Complaints	178	241	127
2	Repeat calls	1	10	7
3	Tickets created	124	211	116

Report for the month of .

S/N	POP	Client number	1st Week	Column1
1	NOC- GULSHAN # 1 POP	83	13	16%
2	Baridhara POP	16	1	6%







3	Ajhora (Gulshan-2) POP	22	7	32%
4	GULSHAN-2 ROAD # 62	12	4	33%
5	GULSHAN-2 ROAD # 96	14	0	0%
6	Motijheel POP	11	3	27%
7	Uttara sec#11 (Faith O	1	0	0%
8	Banani Road # 18 POP	8	0	0%
9	Banani Road # 17 POP	23	0	0%
10	Neketon Road # 5 POP	105	17	16%
11	Niketon Road # 1 POP	34	9	26%
12	Dhanmondi- Satmosjid	6	0	0%
13	PGCB POP	2	0	0%
14	Dhanmondi Rupayan P	12	0	0%
15	Dhanmondi Cefalo POP	1	0	0%
16	Mirpur-10 POP	1	1	100%
17	Uttara Sector # 6 POP	1	0	0%
18	Parkheight POP	3	0	0%
19	Nikunja#2 POP	2	0	0%
		357		

#### Cell Colour Rules

<b>Golden</b>	POP with service complaint		
<b>Green</b>	POP with no complaint for that particular period		
<b>Purple</b>	No complaint for the whole month.		

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## Report for February,2020

SI	Detail	Count
1	No. of Complaints received from Clients	Calls
		743
2	Time slot of Calls received	Email
		0
		Slot 1 ((00:00-09:30)
		66
		Slot 2 (09:30-18:00)
		446
		Slot 3 (18:00-23:59)
		231
4	Repeat calls from same client	34
5	No. of Call Logs/tickets created (OS Ticket Server report)	510
6	SL % (Call Logs/Calls Received)	
7	No. of case/tickets closed	509
8	No. of case/tickets pending	1

**01.02.2020:** Note: Due to cuet link shifting issue and payment issue we have got several calls fr  
**03.02.2020:** **Note:** Due to pending issues of Cuet link Down we have got calls several times th  
**03.02.2020:** **Note:** One ticket has been generated for LAN support (Qatar)  
**04.02.2020:** **Note:** Due to pending issues of Cuet link Down we have got calls several times th  
**04.02.2020:** **Note:** One ticket has been generated for LAN support (Qatar)  
**05.02.2020:** Note: Due to Cuet sheikh russel hall's one PON down tickets has not been created  
**08.02.2020:** Note-1: There are only one ticket has been generated from Slot 1 ((00:00-09:30), v  
**08.02.2020:** Note-2: There are 7 tickets has been generated from Slot 3 (18:00-23:59), where c  
**10.02.2020:** Note: Due to cuet payment issues we have got huge calls from cuet users that;s w  
**10.02.2020:** Note: Due to cuet payment issues we have got huge calls from cuet users that's w  
**12.02.2020 :** Note: Due to cuet New Connection Issues we have got several calls from same us  
**13.02.2020:** Note: One ticket has been generated for New Connection Query-Tritech.  
**14.02.2020:** Note: Some tickets were created from Nagios Monitoring System that's why perce  
**14.02.2020:** Note: Some tickets were created from Nagios Monitoring System that's why perce  
**15.02.2020:** Note: Due to CUET new connection queries we got several calls from same users. T  
**15.02.2020:** Note: Due to CUET new connection queries we got several calls from same users. T  
**18.02.2020:** Note: There are only 5 tickets has been generated from Slot 3 (18:00-23:59), wher  
**19.02.2020:** Note: There are only 1 ticket has been generated from Slot 3 (18:00-23:59), wher  
**20.02.2020:** Note: One ticket has been generated for LAN support of Qatar.  
**22.02.2020:** Note: Yesterday, Level3 Carrier was down that's we have got huge calls from CUET  
**23.02.2020:** Note: Some tickets were created from Nagios Monitoring System that's why perce  
**23.02.2020:** Note: One ticket has been generated for Lan support of Qatar.  
**24.02.2020:** Note: We have got few calls from CUET users regarding new connection query. Th  
**25.02.2020:** Note: We have got few calls from cuet users regarding same issue. That's why tick  
**26.02.2020:** Note: We have got few calls from cuet users regarding same issue. That's why tick  
**27-29.02.2020:** Note: Due **CUET Primary Link Down** issue , we have got huge calls from CUET u  
**27-29.02.2020:** Note: One ticket has been generated for LAN Support of Screen Field

S/N	Help/Complaint Issue	Count	NOC
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Percent	Rules	Remarks
5%	The SL% is 10% or below	
69%	The SL% is 95% or above	
<p>from cuet users. That;s why ticket doesn'r generated equally at's why ticket does not generated equally.</p> <p>at's why ticket does not generated equally.</p> <p>equally.</p> <p>where call was 8.</p> <p>all was 10.</p> <p>hy tickets doesn't generated equally.</p> <p>hy tickets doesn't generated equally.</p> <p>er. That's why tickets doesn't generated equally.</p> <p>centage of call logs is showing above 100%.</p> <p>centage of call logs is showing above 100%.</p> <p>That's why tickets doesn't generated equally.</p> <p>That's why tickets doesn't generated equally.</p> <p>the call was 13. That's why tickets doesn't generated equally.</p> <p>the call was 6. That's why tickets doesn't generated equally.</p> <p>7 users at night. That's why tickets doesn't generated equally.</p> <p>centage of call logs is showing above 100%.</p> <p>at;s why tickets doesn't generated equally.</p> <p>ets doesn't generated equally.</p> <p>ets doesn't generated equally.</p> <p>users. That's why tickets doesn't generated equally.</p>		
POP wise service report from January,2020		
Dhanmo ndi	Tejgaon	Uttara
		Ajhora
		Banani -17
		Motijhe el POP
		Niketon- 5

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1	Link Down	156	45
2	Connection problem	61	20
3	Slow bandwidth	124	23
4	mail problem	4	
5	Request for support	17	2
6	LAN support	6	1
7	CUET payment status	34	
8	CUET link down	12	
9	CUET connection problem	15	
10	Website browsing problem	6	2
11	Link shifting	9	2
12	Router configuration	10	2
13	New connection query	15	1
14	Ping Loss	6	1
15	others	7	2
16	Survey	1	1
17	LAN Problem	6	1
18	Secondary link Down	1	
19	Wifi Connection problem	4	2
20	Disconnection Request	6	1
21	Billing Purpose	7	
22	IP Phone/PABX problem issue	1	1
23	Cuet New Connection	1	
24	Bandwidth Downgration (Permanent)	1	
		510	107
Percentage			21%

## Report on service

	Help/Complaint Issue	Count	
			Less than 2 hours
1	Link Down	156	90
2	Connection problem	61	40
3	Slow bandwidth	124	75
4	mail problem	4	1
5	Request for support	17	14
6	LAN support	6	6
7	CUET payment status	34	34
8	CUET link down	12	
9	CUET connection problem	15	11
10	Website browsing problem	6	4
11	Link shifting	9	7
12	Router configuration	10	8
13	New connection query	15	15
14	Ping Loss	6	5

5	2	1	3	6		40
			1	5	1	15
			2	1		25
		1	2		1	3
				1		2
						1
				1		
				3	1	
					1	
						1
5	2	2	8	17	4	87
1%	0%	0%	2%	3%	1%	17%

ce time

Resolution Time				
Less than4 hours	Less than 8 hours	Less than 24 hours	Less than 48 hours	48 hours Plus
55	11			
21				
35	14			
	2	1		
3				
4	7			1
4				
2				
2				
2				
1				



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15	others	7	5
16	Survey	1	1
17	LAN Problem	6	3
18	Secondary link Down	1	1
19	Wifi Connection problem	4	3
20	Disconnection Request	6	1
21	Billing Purpose	7	7
22	IP Phone/PABX problem issue	1	
23	Cuet New Connection	1	
24	Bandwidth Downgration (Permanent)	1	1
		510	332

#### Cell Colour Rules

<b>Green</b>	Within Required Service Level
<b>Yellow</b>	Exceeding required Service Level but within tolerance
<b>Red</b>	Unacceptable Service Level. Need to be addressed or

SL	POP	Count	Percentage
1	CUET	175	34%
2	NOC	107	21%
3	Niketon-5	87	17%
		369	72%

S/N	Column1	1st week	2nd week
1	No. of Complaints	161	246
2	Repeat calls	10	9
3	Tickets created	89	152

#### Report for the

S/N	POP	Client number	1st Week
1	NOC- GULSHAN # 1 POP	84	16
2	Baridhara POP	16	6
3	Ajhora (Gulshan-2) POP	22	1
4	GULSHAN-2 ROAD # 62 PO	12	6
5	GULSHAN-2 ROAD # 96 POP	14	1
6	Motijheel POP	11	1
7	Uttara sec#11 (Faith Online)	2	0
8	Banani Road # 18 POP	8	0
9	Banani Road # 15 POP	23	2
10	Neketon Road # 5 POP	107	18
11	Niketon Road # 1 POP	38	4
12	Dhanmondi- Satmosjid POP	7	1

month of February

Column	2nd Week	Column2	3rd We	Column	4rth We	Column
19%	23	27%	27	32%	31	37%
38%	4	25%	0	0%	5	31%
5%	5	23%	3	14%	2	9%
50%	0	0%	0	0%	5	42%
7%	0	0%	0	0%	0	0%
9%	2	18%	6	55%	1	9%
0%	0	0%	1	50%	1	50%
0%	0	0%	0	0%	1	13%
9%	2	9%	7	30%	6	26%
17%	30	28%	19	18%	22	21%
11%	8	21%	19	50%	22	58%
14%	0	0%	0	3%	0	0%





13	PGCB POP	2	0
14	Dhanmondi Rupayan POP	12	0
15	Dhanmondi Cefalo POP	1	0
16	Mirpur-10 POP	1	0
17	Uttara Sector # 6 POP	1	0
18	Parkheight POP	3	0
19	Nikunja#2 POP	2	0
		366	

#### Cell Colour Rules

<b>Golden</b>	POP with service complaint	
<b>Green</b>	POP with no complaint for that particular period	
<b>Purple</b>	No complaint for the whole month.	

[illegible]











1st May to 3			
SI	Detail		Count
1	No. of Complaints received from Clients	Complaints	111
		Total calls	156
		Email	3
2	No. of Complaints/tickets created (OS Ticket Server report)		148
3	SL % (No. of solved ticket/No. of complaints)		148
4	No. of case/tickets closed		148
	No. of case/tickets pending		0

1st May ,2020

Percent	Rules	Remarks
		out of 156 calls, 111 for complaints and remaining 45 were general queries from clients, billing issues and CUET temporary disconnection queries.
		34 tickets has been generated from Nagios Monitoring System and 3 tickets has been generated from email that's why percentage of call log is showing above 100%.
130%	The SL% is 90% or above	

Report for June(1-15),2020				
SI	Detail		Count	Percent
1	No. of Complaints received from Clients	Calls	71	
		Email	8	
2	Time slot of Calls received	Slot 1 ((00:00-09:30)	8	
		Slot 2 (09:30-18:00)	45	
		Slot 3 (18:00-23:59)	18	
4	Repeat calls from same client		7	10%
5	No. of Call Logs/tickets created (OS Ticket Server report)		88	
6	SL % (Call Logs/Calls Received)			111%
7	No. of case/tickets closed		88	
8	No. of case/tickets pending		0	

PO				
S/N	Help/Complaint Issue	Count	NOC	Tejgaon
1	Link Down	20	5	1
2	Connection problem	9	1	
3	Slow bandwidth	23	4	
4	Mail problem	7	3	
5	Mail Spamming Problem	1		
6	LAN support	2		
7	LAN Problem	2		
8	Request for support	3	2	
9	Router Configuration	5		
10	Others	9	2	
11	Link shifting	1		
12	POP Down	2		
13	VPN Connection Problem	2		
14	WiFi Connection Problem	2		
		88	17	1
	Percentage		19%	1%

Report on service time				
S/L	Help/Complaint Issue	Count		
			Less than 2 hours	Less than4 hours
1	Link Down	20	14	6
2	Connection problem	9	6	3

Rules	Remarks						
The SL% is 10% or below							
	Some tickets have been generated from Nagios Monitoring System that's why the percentage of call logs is showing above 100%.						
The SL% is 95% or above							

### P wise service report from June(1-15),2020

Uttara	Ajhora	Banani -17	Banani-18	Motijhe el POP	Niketon-5	Gulshan-62	Niketon-1
1	2			1	4	2	
	1	1			2		1
	1	2	1	1	9		1
		1					
	1						1
	1						1
	1						
		1		1	1	2	
	2	1		1	2		
							1
		1					
1	9	7	1	4	18	4	5
1%	10%	8%	1%	5%	20%	5%	6%

Resolution Time			
Less than 8 hours	Less than 24 hours	Less than 48 hours	48 hours Plus



3	Slow bandwidth	23	20	3
4	Mail problem	7	2	
5	Mail Spamming Problem	1		
6	LAN support	2	2	
7	LAN Problem	2	2	
8	Request for support	3	2	1
9	Router Configuration	5	3	2
10	Others	9	6	3
11	Link shifting	1		
12	POP Down	2	1	1
13	VPN Connection Problem	2		1
14	WiFi Connection Problem	2	1	
		<b>88</b>	<b>59</b>	<b>20</b>

#### Cell Colour Rules

<b>Green</b>	Within Required Service Level
<b>Yellow</b>	Exceeding required Service Level but within tolerance li
<b>Red</b>	Unacceptable Service Level. Need to be addressed on p

SL	POP	Count	Percentage
1	Niketon-5	18	20%
2	NOC	17	19%
3	Ajhora	9	10%
<b>Total</b>		<b>44</b>	<b>50%</b>

S/N	Column1	1st week	2nd week	3rd week
1	No. of Complaints	43	45	0
2	Repeat calls	4	3	0
3	Tickets created	43	45	0

#### Report for the month of Ju

S/N	POP	Client number	1st Week	Column1
1	NOC- GULSHAN # 1 POP	84	8	10%
2	Baridhara POP	17	0	0%
3	Ajhora (Gulshan-2) POP	22	5	23%
4	GULSHAN-2 ROAD # 62 PO	12	1	8%
5	GULSHAN-2 ROAD # 96 POP	14	0	0%
6	Motijheel POP	11	2	18%
7	Uttara sec#11 (Faith Online)	2	0	0%
8	Banani Road # 18 POP	8	1	13%
9	Banani Road # 17 POP	23	4	17%
10	Neketon Road # 5 POP	112	6	5%
11	Niketon Road # 1 POP	38	2	5%
12	Dhanmondi- Satmosjid POP	7	0	0%







13	PGCB POP	2	0	0%
14	Dhanmondi Rupayan POP	12	0	0%
15	Dhanmondi Cefalo POP	1	0	0%
16	Mirpur-10 POP	1	0	0%
17	Uttara Sector # 6 POP	1	0	0%
18	Parkheight POP	3	0	0%
19	Nikunja#2 POP	3	0	0%
		373		

#### Cell Colour Rules

<b>Golden</b>	POP with service complaint		
<b>Green</b>	POP with no complaint for that particular period		
<b>Purple</b>	No complaint for the whole month.		

0	0%	0	0%	0	0%
0	0%	0	0%	0	0%
0	0%	0	0%	0	0%
0	0%	0	0%	4	400%
0	0%	0	0%	0	0%
0	0%	0	0%	0	0%
0	0%	0	0%	0	0%



Report for June,2020				
Sl	Detail		Count	Percent
1	No. of Complaints received from Clients	Calls	188	
		Email	11	
2	Time slot of Calls received	Slot 1 ((00:00-09:30)	36	
		Slot 2 (09:30-18:00)	114	
		Slot 3 (18:00-23:59)	38	
4	Repeat calls from same client		7	4%
5	No. of Call Logs/tickets created (OS Ticket Server report)		202	
6	SL % (Call Logs/Calls Received)			102%
7	No. of case/tickets closed		202	
8	No. of case/tickets pending		0	
S/N	Help/Complaint Issue	Count	NOC	Tejgaon
1	Link Down	40	6	2
2	Connection problem	41	11	
3	Slow bandwidth	58	11	
4	Mail problem	12	3	
5	Mail Spamming Problem	1		
6	LAN support	3		
7	LAN Problem	3		
8	Request for support	3	2	
9	Router Configuration	8	1	
10	Others	20	6	
11	Link shifting	1		
12	POP Down	3		
13	Website Browsing Problem	1		
14	VPN Connection Problem	2		
15	Router Reconfiguration	2	2	
16	WiFi Connection Problem	4	1	
		202	43	2
Percentage			21%	1%
Report on servi				

## Report on servi

Rules	Remarks			
The SL% is 10% or below				
	Some tickets have been generated from Nagios Monitoring System that's why the percentage of call logs is showing above 100%.			
The SL% is 95% or above				

POP wise service report				
Uttara	Ajhora	Banani -17	Banani-18	Motijheel POP
1	2			1
1	2	1		
2	2	4	1	5
	1	1		
	1			
	1			
	1			
		1		1
1	2	2		1
		2		
5	12	11	1	8
2%	6%	5%	0%	4%
ce time				
Resolution Time				





[illegible]

S/L	Help/Complaint Issue	Count	Less than 2 hours	Less than 4 hours
1	Link Down	40	20	11
2	Connection problem	41	32	7
3	Slow bandwidth	58	50	5
4	Mail problem	12	5	2
5	Mail Spamming Problem	1		
6	LAN support	3	2	
7	LAN Problem	3	2	1
8	Request for support	3	2	1
9	Router Configuration	8	6	2
10	Others	20	10	8
11	Link shifting	1		
12	POP Down	3	2	1
13	Website Browsing Problem	1		1
14	VPN Connection Problem	2	2	
15	Router Reconfiguration	2	2	
16	WiFi Connection Problem	4	3	1
		202	138	40

<b>Cell Colour Rules</b>				
<b>Green</b>		Within Required Service Level		
<b>Yellow</b>		Exceeding required Service Level but within tolerance limit		
<b>Red</b>		Unacceptable Service Level. Need to be addressed on priority		

SI	POP	Count	Percentage
1	Niketon-5	54	27%
2	NOC	43	21%
3	Niketon-1	14	7%
		111	55%

S/N	Column1	1st week	2nd week	3rd week
1	No. of Complaints	43	45	40
2	Repeat calls	4	3	3
3	Tickets created	43	45	50

<b>Report</b>				
S/N	POP	Client number	1st Week	Column1
1	NOC- GULSHAN # 1 POP	84	8	10%

[illegible]





2	Baridhara POP	17	0	0%
3	Ajhora (Gulshan-2) POP	22	5	23%
4	GULSHAN-2 ROAD # 62 P	12	1	8%
5	GULSHAN-2 ROAD # 96 P	14	0	0%
6	Motijheel POP	11	2	18%
7	Uttara sec#11 (Faith Onl	2	0	0%
8	Banani Road # 18 POP	8	1	13%
9	Banani Road # 17 POP	23	4	17%
10	Neketon Road # 5 POP	112	6	5%
11	Niketon Road # 1 POP	38	2	5%
12	Dhanmondi- Satmosjid P	7	0	0%
13	PGCB POP	2	0	0%
14	Dhanmondi Rupayan PO	12	0	0%
15	Dhanmondi Cefalo POP	1	0	0%
16	Mirpur-10 POP	1	0	0%
17	Uttara Sector # 6 POP	1	0	0%
18	Parkheight POP	3	0	0%
19	Nikunja#2 POP	3	0	0%
		373		

#### Cell Colour Rules

<b>Golden</b>	POP with service complaint		
<b>Green</b>	POP with no complaint for that particular period		
<b>Purple</b>	No complaint for the whole month.		

1	6%	0	0%	0
4	18%	0	0%	3
1	8%	2	17%	2
0	0%	0	0%	0
2	18%	1	9%	2
1	50%	2	100%	0
0	0%	0	0%	0
3	13%	2	9%	2
12	11%	18	16%	19
3	8%	4	11%	4
0	0%	0	3%	4
0	0%	0	0%	0
0	0%	0	0%	0
0	0%	0	0%	0
0	0%	0	0%	4
0	0%	2	200%	2
0	0%	0	0%	0
0	0%	1	33%	1

0%
14%
17%
0%
18%
0%
0%
9%
17%
11%
57%
0%
0%
0%
400%
200%
0%
33%





Report for July			
Sl	Detail		Count
1	No. of Complaints received from Clients	Calls	97
		Email	6
2	Time slot of Calls received	Slot 1 ((00:00-09:30)	7
		Slot 2 (09:30-18:00)	59
		Slot 3 (18:00-23:59)	31
4	Repeat calls from same client		5
5	No. of Call Logs/tickets created (OS Ticket Server report)		138
6	SL % (Call Logs/Calls Received)		
7	No. of case/tickets closed		137
8	No. of case/tickets pending		1

S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	29	8
2	Slow bandwidth	39	6
3	Link down	21	8
4	Others	25	9
5	LAN Support	3	1
6	Mail Problem	7	
7	Router configuration	3	1
8	LAN Problem	1	
9	Billing Purpose	1	
10	Printer problem	2	2
11	Frequent Connection Interruption	1	
12	Website Browsing Problem	2	
13	VPN Connection Problem	1	
14	Link Shifting	1	
15	Ping Loss	1	1
16	WiFi Connection Problem	1	
		138	36
Percentage			26%

(1-15),2020		
Percent	Rules	Remarks
5%	The SL% is 10% or below	
		Some tickets have been generated from <b>Nagios Monitoring System</b> that's why the percentage of call logs is showing above 100%.
134%	The SL% is 95% or above	
		We have been communicating with the client continuously. As their office is closed that's why they didn't give us schedule to visit their end and solve the issue.

POP wise service report from July(1		
Neketon Road # 5 POP	Ban-17	Ajhora
10	2	
18	3	3
2	3	2
6	3	1
1		1
	1	3
	1	1
1		
1		
1		
40	13	11
29%	9%	8%

Report on service time





S/L	Help/Complaint Issue	Count	
			Less than 2 hours
1	Connection problem	29	18
2	Slow bandwidth	39	18
3	Link down	21	16
4	Others	25	16
5	LAN Support	3	1
6	Mail Problem	7	
7	Router configuration	3	2
8	LAN Problem	1	
9	Billing Purpose	1	1
10	Printer problem	2	
11	Frequent Connection Interruption	1	
12	Website Browsing Problem	2	1
13	VPN Connection Problem	1	
14	Link Shifting	1	
15	Ping Loss	1	1
16	WiFi Connection Problem	1	1
		<b>138</b>	<b>75</b>

#### Cell Colour Rules

<b>Green</b>	Within Required Service Level
<b>Yellow</b>	Exceeding required Service Level but within tol
<b>Red</b>	Unacceptable Service Level. Need to be addres

SL	POP	Count	Percentage
1	Neketon Road # 5 POP	40	29%
2	NOC	36	26%
3	Ban-17	13	9%
<b>Total</b>		<b>89</b>	<b>64%</b>

S/N	Column1	1st week	2nd week
1	No. of Complaints	42	55
2	Repeat calls	3	2
3	Tickets created	62	67

S/N	POP	Client number	1st Week
1	NOC- GULSHAN # 1 POP	85	9
2	Baridhara POP	17	0
3	Ajhara (Gulshan-2) POP	22	3
4	GULSHAN-2 ROAD # 62 PO	12	1
5	GULSHAN-2 ROAD # 96 POP	14	1

Resolution Time		
Less than4 hours	Less than 8 hours	Less than 24 hours
8	3	
17	3	
3	2	
8	1	
2		
	1	1
1		
1		
1		1
	1	
1		
1		
1		
44	11	2

## Report for the month of July(1-15)







6	Motijheel POP	11	1
7	Uttara sec#11 (Faith Online)	2	0
8	Banani Road # 18 POP	8	0
9	Banani Road # 17 POP	23	2
10	Neketon Road # 5 POP	120	17
11	Niketon Road # 1 POP	38	9
12	Dhanmondi- Satmosjid POP	7	1
13	PGCB POP	2	0
14	Dhanmondi Rupayan POP	12	0
15	Dhanmondi Cefalo POP	1	0
16	Mirpur-10 POP	1	0
17	Uttara Sector # 6 POP	1	0
18	Parkheight POP	3	0
19	Nikunja#2 POP	3	0
		382	

#### Cell Colour Rules

<b>Golden</b>	POP with service complaint	
<b>Green</b>	POP with no complaint for that particular period	
<b>Purple</b>	No complaint for the whole month.	

[illegible]

0	0%	0	0%
0	0%	0	0%
0	0%	0	0%
0	0%	0	0%
0	0%	0	0%
0	0%	0	0%
0	3%	0	0%
0	0%	0	0%
0	0%	0	0%
0	0%	0	0%
0	0%	4	400%
0	0%	0	0%
0	0%	0	0%
0	0%	0	0%



Report for July, 2017			
Sl	Detail		Count
1	No. of Complaints received from Clients	Calls	165
		Email	12
2	Time slot of Calls received	Slot 1 ((00:00-09:30)	25
		Slot 2 (09:30-18:00)	125
		Slot 3 (18:00-23:59)	15
4	Repeat calls from same client		10
5	No. of Call Logs/tickets created (OS Ticket Server report)		204
6	SL % (Call Logs/Calls Received)		
7	No. of case/tickets closed		203
8	No. of case/tickets pending		1

S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	42	13
2	Slow bandwidth	59	18
3	Link down	19	3
4	Others	41	9
5	LAN Support	5	2
6	Mail Problem	13	
7	Router configuration	4	2
8	Request for support	4	2
9	LAN Problem	1	
10	Billing Purpose	1	
11	Printer problem	2	1
12	Frequent Connection Interruption	2	
13	Website Browsing Problem	3	1
14	Primary Link Down	1	
15	Link Shifting	1	1
16	Ping Loss	4	1
17	WiFi Connection Problem	2	1
		204	54
Percentage			26%

2020

Percent	Rules	Remarks
6%	The SL% is 10% or below	
		Some tickets have been generated from <b>Nagios Monitoring System</b> that's why the percentage of call logs is showing above 100%.
115%	The SL% is 95% or above	
		We have been communicating with the client continuously. As their office is closed that's why they didn't give us schedule to visit their end and solve the issue.

## POP wise service report

Neketon Road # 5 POP	Ban-17	Ajhora
14	2	5
17		8
4		6
15	3	4
1		2
		5
	1	
2		
	1	
1		
1		
2		
1		
		1
1		
59	7	31
29%	3%	15%







S/L	Help/Complaint Issue	Count	Less than 2 hours
1	Connection problem	42	27
2	Slow bandwidth	59	48
3	Link down	19	13
4	Others	41	13
5	LAN Support	5	3
6	Mail Problem	13	7
7	Router configuration	4	2
8	Request for support	4	2
9	LAN Problem	1	
10	Billing Purpose	1	1
11	Printer problem	2	1
12	Frequent Connection Interruption	2	1
13	Website Browsing Problem	3	2
14	Primary Link Down	1	1
15	Link Shifting	1	1
16	Ping Loss	4	2
	WiFi Connection Problem	2	
		204	124

#### Cell Colour Rules

<b>Green</b>	Within Required Service Level
<b>Yellow</b>	Exceeding required Service Level but within toler
<b>Red</b>	Unacceptable Service Level. Need to be address

SL	POP	Count	Percentage
1	Neketon Road # 5 POP	59	29%
2	NOC	54	26%
3	Ajhora	31	15%
<b>Total</b>		<b>144</b>	<b>71%</b>

S/N	Column1	1st week	2nd week
1	No. of Complaints	42	55
2	Repeat calls	3	2
3	Tickets created	62	67

S/N	POP	Client number	1st Week
1	NOC- GULSHAN # 1 POP	85	9
2	Baridhara POP	17	0
3	Ajhora (Gulshan-2) POP	22	3

[illegible]

[illegible]

[illegible]

4	GULSHAN-2 ROAD # 62 PO	12	1
5	GULSHAN-2 ROAD # 96 POP	14	1
6	Motijheel POP	11	1
7	Uttara sec#11 (Faith Online)	2	0
8	Banani Road # 18 POP	8	0
9	Banani Road # 17 POP	23	2
10	Neketon Road # 5 POP	120	17
11	Niketon Road # 1 POP	38	9
12	Dhanmondi- Satmosjid POP	7	1
13	PGCB POP	2	0
14	Dhanmondi Rupayan POP	12	0
15	Dhanmondi Cefalo POP	1	0
16	Mirpur-10 POP	1	0
17	Uttara Sector # 6 POP	1	0
18	Parkheight POP	3	0
19	Nikunja#2 POP	3	0
		382	

#### Cell Colour Rules

<b>Golden</b>	POP with service complaint	
<b>Green</b>	POP with no complaint for that particular period	
<b>Purple</b>	No complaint for the whole month.	

[illegible]

0	0%	0
0	0%	2
1	9%	4
0	0%	0
0	0%	0
1	4%	0
10	8%	8
2	5%	1
1	3%	0
0	0%	0
0	0%	0
0	0%	0
0	0%	1
0	0%	0
0	0%	0
0	0%	0



	0%
	14%
	36%
	0%
	0%
	0%
	7%
	3%
	0%
	0%
	0%
	0%
	100%
	0%
	0%
	0%

## Report for August

Sl	Detail		Count
1	No. of Complaints received from Clients	Calls	70
		Email	1
2	Time slot of Calls received	Slot 1 ((00:00-09:30)	7
		Slot 2 (09:30-18:00)	49
		Slot 3 (18:00-23:59)	14
4	Repeat calls from same client		3
5	No. of Call Logs/tickets created (OS Ticket Server report)		81
6	SL % (Call Logs/Calls Received)		
7	No. of case/tickets closed		81
8	No. of case/tickets pending		

S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	13	4
2	Slow bandwidth	21	4
3	Link down	20	8
4	Others	11	2
5	LAN Support	2	1
6	Mail Problem	3	1
7	Router configuration	2	
8	LAN Problem	3	1
9	Printer problem	1	
10	Secondary Link Down	1	
11	Request for support	1	
12	Reconnection	1	
13	WiFi Connection Problem	2	2
		81	23
Percentage			28%

S/L	Help/Complaint Issue	Count	Less than 2 hours
1	Connection problem	13	5
2	Slow bandwidth	21	2
3	Link down	20	2
4	Others	11	1
5	LAN Support	2	
6	Mail Problem	3	

t(1-15),2020		
Percent	Rules	Remarks
4%	The SL% is 10% or below	
		Some tickets have been generated from <b>Nagios Monitoring System</b> that's why the percentage of call logs is showing above 100%.
114%	The SL% is 95% or above	

POP wise service report from August(1			
Neketon Road # 5 POP	Ban-17	Ban-18	Fiber @ Home
4	1	1	
6	1	1	
5	1		
1			
			2
1			
1			
18	3	2	2
22%	4%	2%	2%

Report on service time			
Resolution Time			
Less than4 hours	Less than 8 hours	Less than 24 hours	Less than 48 hours
4	4		
4	15		
5	13		
4	2	4	
1	1		
	1	1	1





7	Router configuration	2	1
8	LAN Problem	3	1
9	Printer problem	1	
10	Secondary Link Down	1	
11	Request for support	1	
12	Reconnection	1	1
13	WiFi Connection Problem	2	2
		81	15

<b>Cell Colour Rules</b>		
<b>Green</b>		Within Required Service Level
<b>Yellow</b>		Exceeding required Service Level but within
<b>Red</b>		Unacceptable Service Level. Need to be ad

SL	POP	Count	Percentage
1	NOC	23	28%
2	Neketon Road # 5 POP	18	22%
3	Motijheel	4	5%
<b>Total</b>		<b>45</b>	<b>56%</b>

S/N	Column1	1st week	2nd week
1	No. of Complaints	32	37
2	Repeat calls	1	2
3	Tickets created	43	38

S/N	POP	Client number	1st Week
1	NOC- GULSHAN # 1 POP	85	7
2	Baridhara POP	17	0
3	Ajhora (Gulshan-2) POP	22	1
4	GULSHAN-2 ROAD # 62 PO	12	2
5	GULSHAN-2 ROAD # 96 POP	14	0
6	Motijheel POP	11	1
7	Uttara sec#11 (Faith Online)	2	2
8	Banani Road # 18 POP	8	0
9	Banani Road # 17 POP	23	1
10	Neketon Road # 5 POP	120	11
11	Niketon Road # 1 POP	38	1
12	Dhanmondi- Satmosjid POP	7	1
13	PGCB POP	2	0
14	Dhanmondi Rupayan POP	12	0
15	Dhanmondi Cefalo POP	1	0
16	Mirpur-10 POP	1	0




Column3	4rth Week	Column4
0%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%
3%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%





17	Uttara Sector # 6 POP	1	0
18	Parkheight POP	3	0
19	Nikunja#2 POP	3	0
		382	

**Cell Colour Rules**

<b>Golden</b>	POP with service complaint	
<b>Green</b>	POP with no complaint for that particular period	
<b>Purple</b>	No complaint for the whole month.	

[illegible]

[illegible]



S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	13	4
2	Slow bandwidth	21	4
3	Link down	20	8
4	Others	11	2
5	LAN Support	2	1
6	Mail Problem	3	1
7	Router configuration	2	
8	LAN Problem	3	1
9	Printer problem	1	
10	Secondary Link Down	1	
11	Request for support	1	
12	Reconnection	1	
13	WiFi Connection Problem	2	2
		81	23
Percentage			28%

S/L	Help/Complaint Issue	Count	
			Less than 2 hours
1	Connection problem	13	5
2	Slow bandwidth	21	2
3	Link down	20	2
4	Others	11	1
5	LAN Support	2	
6	Mail Problem	3	

## POP wise service report from December

Neketon Road # 5 POP	Ban-17	Ban-18	Fiber @ Home
4	1	1	
6	1	1	
5	1		
1			
			2
1			
1			
18	3	2	2
22%	4%	2%	2%

## Report on service time

## Resolution Time

Recreation Time			
Less than 4 hours	Less than 8 hours	Less than 24 hours	Less than 48 hours
4	4		
4	15		
5	13		
4	2	4	
1	1		
	1	1	1

**(1-13), 2020**

Tomato	Ajhora	Gul-96	Nik-1	Nikunja-2	Baridhara	Motijheel	Dhanmond
	1	1	3	1			
	1					4	1
				1			
1							
	1						
					1		
1	3	1	3	2	1	4	1
1%	4%	1%	4%	2%	1%	5%	1%

[illegible]





7	Router configuration	2	1
8	LAN Problem	3	1
9	Printer problem	1	
10	Secondary Link Down	1	
11	Request for support	1	
12	Reconnection	1	1
13	WiFi Connection Problem	2	2
		81	15

<b>Cell Colour Rules</b>		
<b>Green</b>		Within Required Service Level
<b>Yellow</b>		Exceeding required Service Level but within
<b>Red</b>		Unacceptable Service Level. Need to be ad

SL	POP	Count	Percentage
1	NOC	23	28%
2	Neketon Road # 5 POP	18	22%
3	Motijheel	4	5%
<b>Total</b>		<b>45</b>	<b>56%</b>

S/N	Column1	1st week	2nd week
1	No. of Complaints	32	37
2	Repeat calls	1	2
3	Tickets created	43	38

S/N	POP	Client number	1st Week
1	NOC- GULSHAN # 1 POP	85	7
2	Baridhara POP	17	0
3	Ajhora (Gulshan-2) POP	22	1
4	GULSHAN-2 ROAD # 62 PO	12	2
5	GULSHAN-2 ROAD # 96 POP	14	0
6	Motijheel POP	11	1
7	Uttara sec#11 (Faith Online)	2	2
8	Banani Road # 18 POP	8	0
9	Banani Road # 17 POP	23	1
10	Neketon Road # 5 POP	120	11
11	Niketon Road # 1 POP	38	1
12	Dhanmondi- Satmosjid POP	7	1
13	PGCB POP	2	0
14	Dhanmondi Rupayan POP	12	0
15	Dhanmondi Cefalo POP	1	0
16	Mirpur-10 POP	1	0




Column3	4rth Week	Column4
0%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%
3%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%
0%	0	0%



17	Uttara Sector # 6 POP	1	0
18	Parkheight POP	3	0
19	Nikunja#2 POP	3	0
		382	

**Cell Colour Rules**

<b>Golden</b>	POP with service complaint	
<b>Green</b>	POP with no complaint for that particular period	
<b>Purple</b>	No complaint for the whole month.	

[illegible]

[illegible]





# Report for A

SI	Detail	Count
1	No. of Complaints received from Clients	Calls
		149
2	Time slot of Calls received	Email
		4
		Slot 1 ((00:00-09:30)
		15
2	Time slot of Calls received	Slot 2 (09:30-18:00)
		105
2	Time slot of Calls received	Slot 3 (18:00-23:59)
		29
4	Repeat calls from same client	6
5	No. of Call Logs/tickets created (OS Ticket Server report)	154
6	SL % (Call Logs/Calls Received)	
7	No. of case/tickets closed	154
8	No. of case/tickets pending	0

S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	20	8
2	Slow bandwidth	40	15
3	Link down	30	10
4	Others	21	3
5	LAN Support	3	1
6	Mail Problem	7	1
7	Router configuration	5	
8	LAN Problem	5	1
9	Printer problem	2	
10	Secondary Link Down	1	
11	Request for support	7	3
12	Frequent Connection Interruption	6	
13	Ping Loss	1	
14	Reconnection	2	
15	WiFi Connection Problem	4	2
		154	44
Percentage			29%

S/L	Help/Complaint Issue	Count	Less than 2 hours
1	Connection problem	20	10
2	Slow bandwidth	40	2
3	Link down	30	2
4	Others	21	14

August,2020		
Percent	Rules	Remarks
4%	The SL% is 10% or below	
		Some tickets has been generated from <b>Nagios Monitoring System</b> that's why the percentage of call logs is showing above 100%.
101%	The SL% is 95% or above	

POP wise service rep		
Neketon Road # 5 POP	Ban-17	Ban-18
5	1	1
20	1	1
8	2	1
6	2	
1		
1		
3		
1	1	
3		1
1		
		1
49	7	5
32%	5%	3%

Report on service time		
Resolution Time		
Less than4 hours	Less than 8 hours	Less than 24 hours
5	5	
15	23	
10	29	
	2	7

## Report from August, 2020

Fiber @ Home	Tomato	Ajhora	Gul-96	Nik-1
	1	1		
				2
4		3		
1				5
	1			
2		1		1
				1
	1			
		1		
		1		1
		1		
			1	
	1			
7	4	8	1	10
5%	3%	5%	1%	6%

Less than 48 hours		48 hours Plus	



5	LAN Support	3	
6	Mail Problem	7	
7	Router configuration	5	4
8	LAN Problem	5	1
9	Printer problem	2	
10	Secondary Link Down	1	
11	Request for support	7	3
12	Frequent Connection Interruption	6	1
13	Ping Loss	1	
14	Reconnection	2	1
15	WiFi Connection Problem	4	2
		154	40

#### Cell Colour Rules

<b>Green</b>	Within Required Service Level
<b>Yellow</b>	Exceeding required Service Level but within tolerance l
<b>Red</b>	Unacceptable Service Level. Need to be addressed on p

SL	POP	Count	Percentage
1	Neketon Road # 5 POP	46	32%
2	NOC	41	29%
3	Ajhora	8	5%
<b>Total</b>		<b>95</b>	<b>66%</b>

S/N	Column1	1st week	2nd week
1	No. of Complaints	32	37
2	Repeat calls	1	2
3	Tickets created	35	39

S/N	POP	Client number	1st Week
1	NOC- GULSHAN # 1 POP	78	7
2	Baridhara POP	19	0
3	Ajhora (Gulshan-2) POP	18	1
4	GULSHAN-2 ROAD # 62 PO	12	2
5	GULSHAN-2 ROAD # 96 POP	14	0
6	Motijheel POP	11	1
7	Uttara sec#11 (Faith Online)	2	2
8	Banani Road # 18 POP	7	0
9	Banani Road # 17 POP	19	1
10	Neketon Road # 5 POP	124	11
11	Niketon Road # 1 POP	43	1
12	Dhanmondi- Satmosjid POP	7	1

1	1	1
	2	2
1		
2	1	
1		
	1	
1	1	
1		
37	65	10

limit
priority basis.

3rd week	4th week
23	44
3	0
33	47

Report for the month of August'2020		
Column1	2nd Week	Column2
9%	9	12%
0%	1	5%
6%	1	6%
17%	1	8%
0%	1	7%
9%	3	27%
0%	1	50%
0%	0	0%
5%	1	5%
9%	15	12%
2%	0	0%
14%	0	0%







13	PGCB POP	2	0
14	Dhanmondi Rupayan POP	12	0
15	Dhanmondi Cefalo POP	1	0
16	Mirpur-10 POP	1	0
17	Uttara Sector # 6 POP	1	0
18	Parkheight POP	3	0
19	Nikunja#2 POP	3	0
		377	

#### Cell Colour Rules

<b>Golden</b>	POP with service complaint	
<b>Green</b>	POP with no complaint for that particular period	
<b>Purple</b>	No complaint for the whole month.	

[illegible]

[illegible]



## Report for September(1-15),2020

SI	Detail	Count	Percent
1	No. of Complaints received from Clients	Calls	74
		Email	4
2	Time slot of Calls received	Slot 1 ((00:00-09:30)	15
		Slot 2 (09:30-18:00)	37
		Slot 3 (18:00-23:59)	22
4	Repeat calls from same client	6	8%
5	No. of Call Logs/tickets created (OS Ticket Server report)	90	
6	SL % (Call Logs/Calls Received)		115%
7	No. of case/tickets closed	90	
8	No. of case/tickets pending	0	

S/N	Help/Complaint Issue	Count	NOC	Neketon Road # 5 POP
1	Connection problem	10	2	4
2	Slow bandwidth	22	4	6
3	Link down	21	11	2
4	Others	21	4	6
5	LAN Support	1		
6	Mail Problem	5		
7	Link Up	1	1	
8	Router configuration	2	1	1
9	LAN Problem	1		
10	Printer problem	2	2	
11	POP Down	2	1	
12	Link Shift	1	1	
14	Frequent Connection Interruption	1		
		90	27	19
Percentage			30%	21%

## Report on service time

S/L	Help/Complaint Issue	Count	Less than 2 hours	Less than 4 hours
-----	----------------------	-------	-------------------	-------------------

Rules	Remarks			
The SL% is 10% or below				
	Some tickets has been generated from <b>Nagios Monitoring System</b> that's why the percentage of call logs is showing above 100%.			
The SL% is 95% or above				

POP wise service report from September(1-15), 2020				
<u>Ban-17</u>	Tomato	Ajhora	Gul-96	Nik-1
				2
1			1	5
	2			
		4		6
		1		
		2		
				1
				1
1	2	7	1	15
1%	2%	8%	1%	17%

Resolution Time				
Less than 8 hours	Less than 24 hours	Less than 48 hours	48 hours Plus	





1	Connection problem	10	4	6
2	Slow bandwidth	22	17	3
3	Link down	21	16	5
4	Others	21	14	2
5	LAN Support	1	1	
6	Mail Problem	5		
7	Link Up	1	1	
8	Router configuration	2	2	
9	LAN Problem	1		1
10	Printer problem	2	1	1
11	POP Down	2	1	1
12	Link Shift	1		1
13	Frequent Connection Interruption	1		1
		90	57	21

#### Cell Colour Rules

<b>Green</b>	Within Required Service Level
<b>Yellow</b>	Exceeding required Service Level but within tolerance limit
<b>Red</b>	Unacceptable Service Level. Need to be addressed on priority

SL	POP	Count	Percentage
1	NOC	27	30%
2	Neketon Road # 5 POP	19	21%
3	Nik-1	15	17%
<b>Total</b>		<b>61</b>	<b>68%</b>

S/N	Column1	1st week	2nd week	3rd week
1	No. of Complaints	31	43	
2	Repeat calls	3	3	
3	Tickets created	40	50	

#### Report for the month

S/N	POP	Client number	1st Week	Column1
1	NOC- GULSHAN # 1 POP	78	10	13%
2	Baridhara POP	19	0	0%
3	Ajhora (Gulshan-2) POP	18	4	22%
4	GULSHAN-2 ROAD # 62 PO	12	1	8%
5	GULSHAN-2 ROAD # 96 POP	14	0	0%
6	Motijheel POP	11	3	27%
7	Uttara sec#11 (Faith Online)	2	0	0%
8	Banani Road # 18 POP	7	0	0%
9	Banani Road # 17 POP	19	1	5%
10	Neketon Road # 5 POP	124	7	6%
11	Niketon Road # 1 POP	43	6	14%

[illegible][illegible]

## of September(1-15)'2020

2nd Week	Column2	3rd Week	Column3	4th Week
17	22%	0	0%	0
2	11%	0	0%	0
3	17%	0	0%	0
0	0%	0	0%	0
1	7%	0	0%	0
1	9%	0	0%	0
1	50%	0	0%	0
0	0%	0	0%	0
1	5%	0	0%	0
11	9%	0	0%	0
6	14%	0	0%	0

[illegible]

12	Dhanmondi- Satmosjid POP	7	2	29%
13	PGCB POP	2	0	0%
14	Dhanmondi Rupayan POP	12	0	0%
15	Dhanmondi Cefalo POP	1	0	0%
16	Mirpur-10 POP	1	0	0%
17	Uttara Sector # 6 POP	1	0	0%
18	Parkheight POP	3	0	0%
19	Nikunja#2 POP	3	0	0%
		377		


Cell Colour Rules			
<b>Golden</b>	POP with service complaint		
<b>Green</b>	POP with no complaint for that particular period		

[illegible]

[illegible]

# Report for September

SI	Detail		Count
1	No. of Complaints received from Clients	Calls	179
		Email	4
		Nagios	3
2	Time slot of Calls received	Slot 1 ((00:00-09:30)	31
		Slot 2 (09:30-18:00)	109
		Slot 3 (18:00-23:59)	39
4	Repeat calls from same client		11
5	No. of Call Logs/tickets created (OS Ticket Server report)		186
6	SL % (Call Logs/Calls Received)		
7	No. of case/tickets closed		185
8	No. of case/tickets pending		1


S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	23	6
2	Slow bandwidth	48	13
3	Link down	46	7
4	Others	33	6
5	LAN Support	4	1
6	Mail Problem	9	
7	Link Up	1	
8	Router configuration	4	1
	Request for Support	2	
9	Router Reconfiguration	2	
10	LAN Problem	4	1
11	Printer problem	1	
12	Mail Spamming Problem	1	
13	Website Browsing Problem	1	
14	WiFi Connection Problem	2	1
15	POP Down	2	1
16	Link Shift	1	
17	Frequent Connection Interruption	2	1
		186	38

September, 2020		
Percent	Rules	Remarks
6%	The SL% is 10% or below	
100%	The SL% is 95% or above	
		Our Technical Team has solved the issue temporarily but permanently the issue has not been solved yet. They are working on that issue.

POP wise service report from September, 2020		
Neketon Road # 5 POP	<u>Ban-17</u>	Tomato
8	2	
14	3	
15	4	
7	4	2
1	1	
		2
1		
2	1	
2		
1		
	1	
1		
1		
53	16	4







Percentage			20%
S/L	Help/Complaint Issue	Count	
			Less than 2 hours
1	Connection problem	23	12
2	Slow bandwidth	48	12
3	Link down	46	16
4	Others	33	13
5	LAN Support	4	2
6	Mail Problem	9	
7	Link Up	1	1
8	Router configuration	4	3
	Request for Support	2	
9	Router Reconfiguration	2	1
10	LAN Problem	4	2
11	Printer problem	1	
12	Mail Spamming Problem	1	
13	Website Browsing Problem	1	
14	WiFi Connection Problem	2	2
15	POP Down	2	1
16	Link Shift	1	
17	Frequent Connection Interruption	2	1
		186	
Cell Colour Rules			
Green		Within Required Service Level	
Yellow		Exceeding required Service Level but within toleran	
Red		Unacceptable Service Level. Need to be addressed	
SL	POP	Count	Percentage
1	Neketon Road # 5 POP	53	28%
2	NOC	38	20%
3	Ban-17	16	9%
Total		107	58%
S/N	Column1	1st week	2nd week
1	No. of Complaints	31	43
2	Repeat calls	3	3
3	Tickets created	38	47

[illegible]

[illegible]

[illegible]

S/N	POP	Client number	1st Week
1	NOC- GULSHAN # 1 POP	78	10
2	Baridhara POP	19	0
3	Ajhora (Gulshan-2) POP	18	4
4	GULSHAN-2 ROAD # 62 PO	12	1
5	GULSHAN-2 ROAD # 96 POP	14	0
6	Motijheel POP	11	3
7	Uttara sec#11 (Faith Online)	2	0
8	Banani Road # 18 POP	7	0
9	Banani Road # 17 POP	19	1
10	Neketon Road # 5 POP	124	7
11	Niketon Road # 1 POP	43	6
12	Dhanmondi- Satmosjid POP	7	2
13	PGCB POP	2	0
14	Dhanmondi Rupayan POP	12	0
15	Dhanmondi Cefalo POP	1	0
16	Mirpur-10 POP	1	0
17	Uttara Sector # 6 POP	1	0
18	Parkheight POP	3	0
19	Nikunja#2 POP	3	0
		377	

#### Cell Colour Rules

<b>Golden</b>	POP with service complaint	
<b>Green</b>	POP with no complaint for that particular period	

[illegible]



[illegible]



## Report for October

SI	Detail		Count
1	No. of Complaints received from Clients	Calls	175
		Email	0
		Nagios	18
2	Time slot of Calls received	Slot 1 ((00:00-09:30)	39
		Slot 2 (09:30-18:00)	89
		Slot 3 (18:00-23:59)	47
4	Repeat calls from same client		7
5	No. of Call Logs/tickets created (OS Ticket Server report)		193
6	SL % (Call Logs/Calls Received)		
7	No. of case/tickets closed		192
8	No. of case/tickets pending		1

S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	20	5
2	Slow bandwidth	65	19
3	Link down	59	23
4	Others	18	4
5	LAN Support	5	2
6	Mail Problem	5	
7	Link Up	1	
8	Router configuration	2	
9	Request for Support	2	1
10	WiFi Password Change	1	
11	LAN Problem	3	1
12	Printer problem	2	
13	Latency High	1	
14	Anti Virus Related Issue	1	
15	WiFi Connection Problem	4	1
16	Link Shift	3	3
17	IP Phone/ PABX Issue	1	
		193	59
Percentage			31%

ber , 2020		
Percent	Rules	Remarks
4%	The SL% is 10% or below	
100%	The SL% is 95% or above	
		The Vendor is not Cooperating with us. That's why it's a long pending issue.

POP wise service October , 2020			
Neketon Road # 5 POP	Ban-17	Tomato	Ajhora
6	2		2
15	5	5	
9	4	2	4
3	3	1	
2			
			2
1			
1			1
			1
			1
1			
1			
			1
1			
40	14	8	12
21%	7%	4%	6%





S/L	Help/Complaint Issue	Count	
			Less than 2 hours
1	Connection problem	20	14
2	Slow bandwidth	65	41
3	Link down	59	39
4	Others	18	5
5	LAN Support	5	2
6	Mail Problem	5	1
7	Link Up	1	1
8	Router configuration	2	1
9	Request for Support	2	1
10	WiFi Password Change	1	1
11	LAN Problem	3	2
12	Printer problem	2	1
13	Latency High	1	
14	Anti Virus Related Issue	1	1
15	WiFi Connection Problem	4	3
16	Link Shift	3	
17	IP Phone/ PABX Issue	1	
		<b>193</b>	<b>113</b>

<b>Cell Colour Rules</b>		
<b>Green</b>		Within Required Service Level
<b>Yellow</b>		Exceeding required Service Level but within t
<b>Red</b>		Unacceptable Service Level. Need to be addre

SL	POP	Count	Percentage
1	NOC	40	31%
2	Neketon Road # 5 POP	59	21%
3	Nik-1	14	9%
<b>Total</b>		<b>113</b>	<b>61%</b>

S/N	Column1	1st week	2nd week
1	No. of Complaints	43	52
2	Repeat calls	3	3
3	Tickets created	54	55

S/N	POP	Client number	1st Week
1	NOC- GULSHAN # 1 POP	78	18
2	Baridhara POP	19	1
3	Ajhora (Gulshan-2) POP	18	6

[illegible]



[illegible]



4	GULSHAN-2 ROAD # 62 PO	12	0
5	GULSHAN-2 ROAD # 96 POP	14	0
6	Motijheel POP	11	1
7	Uttara sec#11 (Faith Online	2	0
8	Banani Road # 18 POP	7	2
9	Banani Road # 17 POP	19	0
10	Neketon Road # 5 POP	135	13
11	Niketon Road # 1 POP	45	3
12	Dhanmondi- Satmosjid POP	7	0
13	PGCB POP	2	0
14	Dhanmondi Rupayan POP	12	0
15	Dhanmondi Cefalo POP	1	0
16	Mirpur-10 POP	1	0
17	Uttara Sector # 6 POP	1	0
18	Parkheight POP	3	0
19	Nikunja#2 POP	3	3
		390	

#### Cell Colour Rules

<b>Golden</b>	POP with service complaint	
<b>Green</b>	POP with no complaint for that particular period	

[illegible]

[illegible]



## Report for November , 2020

SI	Detail		Count
1	No. of Complaints received from Clients	Calls	171
		Email	0
		Nagios	10
2	Time slot of Calls received	Slot 1 ((00:00-09:30)	35
		Slot 2 (09:30-18:00)	89
		Slot 3 (18:00-23:59)	47
4	Repeat calls from same client		7
5	No. of Call Logs/tickets created (OS Ticket Server report)		181
6	SL % (Call Logs/Calls Received)		
7	No. of case/tickets closed		181
8	No. of case/tickets pending		

S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	29	8
2	Slow bandwidth	53	9
3	Link down	39	10
4	Others	18	5
5	LAN Support	6	4
6	Mail Problem	4	2
7	Router configuration	7	1
8	Request for support	2	
9	LAN Problem	6	
10	Link Shifting	1	
11	Printer problem	1	1
12	Latency High	1	
13	POP Down	3	2
14	IP Phone/PABX Issue	1	
15	Anti Virus Related Problem	1	1
16	Survey for new connection	3	
17	WiFi Connection Problem	6	1
		<b>181</b>	<b>44</b>
Percentage			24%

Percent	Rules	Remarks			
4%	The SL% is 10% or below				
100%	The SL% is 95% or above				

POP wise service report from November,202					
Neketon Road # 5 POP	Ban-17	Ajhora	Gul-96	Nik-1	Circle
14	2	2		3	
28	3	2	2	5	1
8	2	4	1	8	1
5	2	1		4	
		1		1	
		1			
5					
1				1	
1	1			3	
	1				
2				1	
2					
66	11	11	3	26	2
36%	6%	6%	2%	14%	1%





[illegible]

Report on serv			
S/L	Help/Complaint Issue	Count	
			Less than 2 hours
1	Connection problem	29	20
2	Slow bandwidth	53	36
3	Link down	39	28
4	Others	18	13
5	LAN Support	6	4
6	Mail Problem	4	2
7	Router configuration	7	6
8	Request for support	2	2
9	LAN Problem	6	4
10	Link Shifting	1	1
11	Printer problem	1	1
12	Latency High	1	1
13	POP Down	3	2
14	IP Phone/PABX Issue	1	1
15	Anti Virus Related Problem	1	1
16	Survey for new connection	3	2
	WiFi Connection Problem	6	4
		181	128
Cell Colour Rules			
Green		Within Required Service Level	
Yellow		Exceeding required Service Level but within toler	
Red		Unacceptable Service Level. Need to be address	
SL	POP	Count	Percentage
1	Neketon Road # 5 POP	66	36%
2	NOC	44	24%
3	Nik-1	26	14%
Total		136	75%
S/N	Column1	1st week	2nd week
1	No. of Complaints	36	44
2	Repeat calls	0	0
3	Tickets created	38	48
Report			
S/N	POP	Client number	1st Week
1	NOC- GULSHAN # 1 POP	78	7
2	Baridhara POP	19	0

rice time				
Resolution Time				
Less than4 hours	Less than 8 hours	Less than 24 hours	Less than 48 hours	48 hours Plus
9				
13	4			
9	2			
5				
2				
		2		
1				
2				
1				
1				
2				
45	6	2		

ance limit	
ed on priority basis.	

3rd week	4th week
28	63
0	0
29	66

for the month of November					
Column1	2nd Week	Column2	3rd Week	Column3	4rth Week
9%	9	12%	8	10%	18
0%	1	5%	0	0%	0





3	Ajhora (Gulshan-2) POP	18	2
4	GULSHAN-2 ROAD # 62 PO	12	0
5	GULSHAN-2 ROAD # 96 POP	14	2
6	Motijheel POP	11	1
7	Uttara sec#11 (Faith Online)	2	0
8	Banani Road # 18 POP	7	0
9	Banani Road # 17 POP	19	2
10	Neketon Road # 5 POP	135	14
11	Niketon Road # 1 POP	45	3
12	Dhanmondi- Satmosjid POP	7	0
13	PGCB POP	2	0
14	Dhanmondi Rupayan POP	12	0
15	Dhanmondi Cefalo POP	1	0
16	Mirpur-10 POP	1	0
17	Uttara Sector # 6 POP	1	0
18	Parkheight POP	3	0
19	Nikunja#2 POP	3	1
		390	

#### Cell Colour Rules

<b>Golden</b>	POP with service complaint	
<b>Green</b>	POP with no complaint for that particular period	
<b>Purple</b>	No complaint for the whole month.	

[illegible]



28%
8%
7%
0%
50%
14%
32%
16%
13%
29%
0%
0%
0%
0%
0%
0%
0%
0%



Report for December(1-17) , 2020				
Sl	Detail		Count	Percent
1	No. of Complaints received from Clients	Calls	90	
		Email	0	
		Nagios	1	
2	Time slot of Calls received	Slot 1 ((00:00-0	18	
		Slot 2 (09:30-18	49	
		Slot 3 (18:00-23	24	
4	Repeat calls from same client			0%
5	No. of Call Logs/tickets created (OS Ticket Server report)		91	
6	SL % (Call Logs/Calls Received)			100%
7	No. of case/tickets closed		88	
8	No. of case/tickets pending		4	

S/N	Help/Complaint Issue	Count	NOC	Neketon Road # 5 POP
1	Connection problem	8	1	4
2	Slow bandwidth	27	7	8
3	Link down	20	5	3
4	Others	10	2	3
5	Mail Problem	7	3	
6	Reconnection	1		
7	Router Configuration	2		1
8	LAN Support	8	3	1
9	WiFi Connection Problem	3	1	1
10	CCTV Camera Issue	1		
11	Printer Problem	1	1	
12	LAN Problem	3	2	
		91	25	21
Percentage			27%	23%

Report on service time				
S/L	Help/Complaint Issue	Count		
			Less than 2 hours	Less than4 hours

Rules	Remarks					
The SL% is 10% or below						
The SL% is 95% or above						
	1. We have called the clients to know the update but they didn't pick up. 2. The client will inform us if he needs any support. 3. Tomorrow our technical team will attend the matter.					

POP wise service report from December(1-17),2020						
--	--	--	--	--	--	--

Ajhora	Nik-1	Nikunja-2	Motijheel	Mirpur	Ban-17	Dhanmond
	1			1		
	3	2		1	1	1
2	1				1	1
1		2			1	
			1			
3	1					
6	6	4	1	2	3	2
7%	7%	4%	1%	2%	3%	2%

Resolution Time			
Less than 8 hours	Less than 24 hours	Less than 48 hours	48 hours Plus



1	Connection problem	8	4	3
2	Slow bandwidth	27	19	6
3	Link down	20	17	3
4	Others	10	7	3
5	Mail Problem	7	5	2
6	Reconnection	1	1	
7	Router Configuration	2	2	
8	LAN Support	8	6	
9	WiFi Connection Problem	3	2	1
10	CCTV Camera Issue	1	1	
11	Printer Problem	1	1	
12	LAN Problem	3	3	
		91	68	18

#### Cell Colour Rules

Green	Within Required Service Level
Yellow	Exceeding required Service Level but within tolerance limit
Red	Unacceptable Service Level. Need to be addressed on priority basis

SL	POP	Count	Percentage
1	NOC	25	27%
2	Neketon Road # 5 POP	21	23%
3	Nik-1	6	7%
Total		52	57%

S/N	Column1	1st week	2nd week	3rd week
1	No. of Complaints	45	56	
2	Repeat calls			
3	Tickets created	46	56	

#### Report for the month of

S/N	POP	Client number	1st Week	Column1
1	NOC- GULSHAN # 1 POP	85	12	14%
2	Baridhara POP	17	0	0%
3	Ajhora (Gulshan-2) POP	22	3	14%
4	GULSHAN-2 ROAD # 62	12	1	8%
5	GULSHAN-2 ROAD # 96	14	1	7%
6	Motijheel POP	11	1	9%
7	Uttara sec#11 (Faith On)	2	0	0%
8	Banani Road # 18 POP	8	0	0%
9	Banani Road # 17 POP	23	1	4%
10	Neketon Road # 5 POP	120	16	13%
11	Niketon Road # 1 POP	38	4	11%

			1		
1			1		
			2		
1			4		

asis.

4th week

of December(1-17)						
2nd Week	Column2	3rd Wee	Column3	3rth Wee	Column4	
13	15%	0	0%	0	0%	
1	6%	0	0%	0	0%	
3	14%	0	0%	0	0%	
1	8%	0	0%	0	0%	
3	21%	0	0%	0	0%	
0	0%	0	0%	0	0%	
0	0%	0	0%	0	0%	
0	0%	0	0%	0	0%	
2	9%	0	0%	0	0%	
8	7%	0	0%	0	0%	
3	8%	0	0%	0	0%	





12	Dhanmondi- Satmosjid	7	1	14%
13	PGCB POP	2	0	0%
14	Dhanmondi Rupayan PC	12	0	0%
15	Dhanmondi Cefalo POP	1	0	0%
16	Mirpur-10 POP	1	1	100%
17	Uttara Sector # 6 POP	1	0	0%
18	Parkheight POP	3	0	0%
19	Nikunja#2 POP	3	3	100%
		382		


Cell Colour Rules				
<b>Golden</b>	POP with service complaint			
<b>Green</b>	POP with no complaint for that particular period			
<b>Purple</b>	No complaint for the whole month.			

0	0%	0	3%	0	0%
0	0%	0	0%	0	0%
0	0%	0	0%	0	0%
0	0%	0	0%	0	0%
1	100%	0	0%	0	0%
0	0%	0	0%	0	0%
0	0%	0	0%	0	0%
1	33%	0	0%	0	0%



Report for December , 202			
SI	Detail		Count
1	No. of Complaints received from Clients	Calls	160
		Email	0
		Nagios	5
2	Time slot of Calls received	Slot 1 ((00:00-09:30)	35
		Slot 2 (09:30-18:00)	83
		Slot 3 (18:00-23:59)	47
4	Repeat calls from same client		
5	No. of Call Logs/tickets created (OS Ticket Server report)		165
6	SL % (Call Logs/Calls Received)		
7	No. of case/tickets closed		164
8	No. of case/tickets pending		

S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	18	3
2	Slow bandwidth	41	8
3	Link down	41	15
4	Others	13	
5	LAN Support	10	5
6	Mail Problem	13	5
7	Router configuration	6	2
8	Request for support	1	
9	LAN Problem	6	3
10	Link Shifting	3	1
11	Printer problem	1	1
12	POP Down	2	
13	CCTV Camera Problem	2	1
14	Reconnection	2	
15	Website Browsing Problem	1	
16	WiFi Connection Problem	5	2
		165	46
Percentage			28%

Report on service tir			
S/L	Help/Complaint Issue	Count	Less than 2 hours
1	Connection problem	18	11
2	Slow bandwidth	41	29
3	Link down	41	34

0						
Percent	Rules	Remarks				
0%	The SL% is 10% or below					
100%	The SL% is 95% or above					

POP wise service report from December,2020						
Neketon Road # 5 POP	Ban-17	Ajhora	Gul-96	Nik-1	Circle	Baridhara
10				2		1
13	3	1	1			
12	2	2	2		1	2
3		4		1	1	
		4		1		
			3			
3						
		1				
1		1				
1						
	1	1				
1						
3						
47	6	14	6	4	2	3
28%	4%	8%	4%	2%	1%	2%

me				
Resolution Time				
Less than 4 hours	Less than 8 hours	Less than 24 hours	Less than 48 hours	48 hours Plus
7				
10	2			
4	3			

[illegible]

[illegible]

4	Others	13	7
5	LAN Support	10	8
6	Mail Problem	13	9
7	Router configuration	6	6
8	Request for support	1	1
9	LAN Problem	6	4
10	Link Shifting	3	3
11	Printer problem	1	1
12	POP Down	2	
13	CCTV Camera Problem	2	2
14	Reconnection	2	2
15	Website Browsing Problem	1	1
16	WiFi Connection Problem	5	5
		165	123

<b>Cell Colour Rules</b>		
<b>Green</b>		Within Required Service Level
<b>Yellow</b>		Exceeding required Service Level but within t
<b>Red</b>		Unacceptable Service Level. Need to be addre

SL	POP	Count	Percentage
1	Neketon Road # 5 POP	47	28%
2	NOC	46	28%
3	Ajhora	14	8%
<b>Total</b>		<b>107</b>	<b>65%</b>

S/N	Column1	1st week	2nd week
1	No. of Complaints	45	35
2	Repeat calls	0	0
3	Tickets created	46	35

Report for the			
S/N	POP	Client number	1st Week
1	NOC- GULSHAN # 1 POP	78	10
2	Baridhara POP	19	0
3	Ajhora (Gulshan-2) POP	18	3
4	GULSHAN-2 ROAD # 62 PO	12	1
5	GULSHAN-2 ROAD # 96 POP	14	1
6	Motijheel POP	11	1
7	Uttara sec#11 (Faith Online)	2	0
8	Banani Road # 18 POP	7	0
9	Banani Road # 17 POP	19	1
10	Neketon Road # 5 POP	135	16
11	Niketon Road # 1 POP	45	4



5	1					
2						
4						
2						
2						
36	6					

olerance limit	
essed on priority basis.	

3rd week	4th week
28	52
0	0
29	55

month of December							
Column1	2nd Week	Column2	3rd Wee	Column3	4th Wee	Column4	
13%	10	13%	7	9%	13	17%	
0%	1	5%	0	0%	0	0%	
17%	2	11%	1	6%	7	39%	
8%	1	8%	2	17%	1	8%	
7%	2	14%	1	7%	1	7%	
9%	0	0%	0	0%	2	18%	
0%	0	0%	0	0%	0	0%	
0%	0	0%	0	0%	0	0%	
5%	1	5%	0	0%	3	16%	
12%	7	5%	5	4%	12	9%	
9%	1	2%	7	16%	4	9%	





12	Dhanmondi- Satmosjid POP	7	0
13	PGCB POP	2	0
14	Dhanmondi Rupayan POP	12	0
15	Dhanmondi Cefalo POP	1	0
16	Mirpur-10 POP	1	1
17	Uttara Sector # 6 POP	1	0
18	Parkheight POP	3	0
19	Nikunja#2 POP	3	3
		390	

#### Cell Colour Rules

<b>Golden</b>	POP with service complaint	
<b>Green</b>	POP with no complaint for that particular period	
<b>Purple</b>	No complaint for the whole month.	

[illegible]





## Report for Janua

SI	Detail		Count
1	No. of Complaints received from Clients	Calls	56
		Email	0
		Nagios	2
2	Time slot of Calls received	Slot 1 ((00:00-09:30)	9
		Slot 2 (09:30-18:00)	35
		Slot 3 (18:00-23:59)	16
4	Repeat calls from same client		
5	No. of Call Logs/tickets created (OS Ticket Server report)		58
6	SL % (Call Logs/Calls Received)		
7	No. of case/tickets closed		58
8	No. of case/tickets pending		

S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	12	2
2	Slow bandwidth	12	1
3	Link down	11	3
4	Others	4	3
5	LAN Support	7	
6	Mail Problem	2	1
7	Router configuration	2	
8	Scanner Problem	1	
9	LAN Problem	2	
10	Link Shifting	1	
11	WiFi Connection Problem	3	1
12	CC Tv caremra Problem	1	
		58	11
Percentage			19%

S/L	Help/Complaint Issue	Count	Less than 2 hours
1	Connection problem	12	8
2	Slow bandwidth	12	9
3	Link down	11	
4	Others	4	1
5	LAN Support	7	3
6	Mail Problem	2	1
7	Router configuration	2	1
8	Scanner Problem	1	
9	LAN Problem	2	1
10	Link Shifting	1	



ry(1-13) , 2021

Percent	Rules	Remarks
0%	The SL% is 10% or below	
100%	The SL% is 95% or above	

## POP wise service report from January(1-14) ,

Neketon Road # 5 POP	Ban-17	Ajhora	Nik-1
2	3		2
2	4	1	1
2		1	
1			
		6	1
1			
2			
		1	
2			
2			
	1		
14	7	9	4
24%	12%	16%	7%

## Report on service time

## Resolution Time

Less than 4 hours	Less than 8 hours	Less than 24 hours	Less than 48 hours
4			
3			
7	4		
2	1		
4			
	1		
1			
1			
1			
1			

## 2021

Ban-18	Baridhara	Gul-62	Nation	Motijheel	Nikunja-2	Tomato
	1	1				1
1	1					
			1	3		
					1	
1	2	1	1	3	1	1
2%	3%	2%	2%	5%	2%	2%

[illegible]

[illegible]

11	WiFi Connection Problem	3	1
12	CC Tv caremra Problem	1	1
		<b>58</b>	<b>26</b>

<b>Cell Colour Rules</b>			
<b>Green</b>		Within Required Service Level	
<b>Yellow</b>		Exceeding required Service Level but within tole	
<b>Red</b>		Unacceptable Service Level. Need to be address	

SL	POP	Count	Percentage
1	Neketon Road # 5 POP	14	24%
2	NOC	11	19%
3	Ajhora	9	16%
<b>Total</b>		<b>34</b>	<b>59%</b>

S/N	Column1	1st week	2nd week
1	No. of Complaints	28	28
2	Repeat calls	0	0
3	Tickets created	29	29

S/N	POP	Client number	1st Week
1	NOC- GULSHAN # 1 POP	78	3
2	Baridhara POP	19	1
3	Ajhora (Gulshan-2) POP	18	5
4	GULSHAN-2 ROAD # 62 P	12	1
5	GULSHAN-2 ROAD # 96 P	14	
6	Motijheel POP	11	3
7	Uttara sec#11 (Faith Onli	2	
8	Banani Road # 18 POP	7	
9	Banani Road # 17 POP	19	3
10	Neketon Road # 5 POP	135	7
11	Niketon Road # 1 POP	45	2
12	Dhanmondi- Satmosjid P	7	
13	PGCB POP	2	
14	Dhanmondi Rupayan POP	12	
15	Dhanmondi Cefalo POP	1	
16	Mirpur-10 POP	1	
17	Uttara Sector # 6 POP	1	
18	Parkheight POP	3	
19	Nikunja#2 POP	3	1
		390	

[illegible]

[illegible]



<b>Cell Colour Rules</b>			
<b>Golden</b>	POP with service complaint		
<b>Green</b>	POP with no complaint for that particular period		
<b>Purple</b>	No complaint for the whole month.		








## Report for December , 20

SI	Detail		Count	Percent
1	No. of Complaints received from Clients	Calls	140	
		Email	0	
2		Nagios	5	
3	Time slot of Calls received	Slot 1 ((00:00-09:30)	30	
		Slot 2 (09:30-18:00)	73	
		Slot 3 (18:00-23:59)	42	
4	Repeat calls from same client			0%
5	No. of Call Logs/tickets created (OS Ticket Server report)		145	
6	SL % (Call Logs/Calls Received)			97%
7	No. of case/tickets closed		140	
8	No. of case/tickets pending		5	

S/N	Help/Complaint Issue	Count	NOC	Neketon Road # 5 POP
1	Connection problem	26	8	6
2	Slow bandwidth	45	9	15
3	Link down	33	8	5
4	Others	12	5	2
5	LAN Support	8		
6	Mail Problem	4	1	1
7	Router configuration	5	1	3
8	Request for support	1	1	
9	LAN Problem	1		1
10	Link Shifting	1		
11	VPN Connection Problem	1	1	
12	CCTV Camera Problem	2		1
13	requent Connection Interruption	1	1	
14	Snanner Problem	1		
15	WiFi Connection Problem	4	2	2
		145	37	36
Percentage			26%	25%

## Report on service t

S/L	Help/Complaint Issue	Count		
			Less than 2 hours	Less than4 hours
1	Connection problem	26	18	5
2	Slow bandwidth	45	39	6
3	Link down	33	29	2
4	Others	12	7	4

20				
Rules	Remarks			
The SL% is 10% or below				
The SL% is 95% or above				
	1. Our technical team is working on four issues. 2. Schezad Sir's primary link is down that's why one ticket is pending.			

POP wise service report from January,2021				
Ban-17	Ajhora	Ban-18	Nik-1	Circle
3	1		3	
2	5	1	9	
1	2		1	
			1	
	7		1	
	1			
1				
1				
	1			
8	17	1	15	
6%	12%	1%	10%	0%

time			
Resolution Time			
Less than 8 hours	Less than 24 hours	Less than 48 hours	48 hours Plus
1			2
			2
1			



5	LAN Support	8	6	1
6	Mail Problem	4	2	1
7	Router configuration	5	4	1
8	Request for support	1	1	
9	LAN Problem	1	1	
10	Link Shifting	1	1	
11	VPN Connection Problem	1	1	
12	CCTV Camera Problem	2	2	
13	requent Connection Interruption	1	1	
14	Snanner Problem	1	1	
15	WiFi Connection Problem	4	4	
		145	117	20

#### Cell Colour Rules

<b>Green</b>	Within Required Service Level
<b>Yellow</b>	Exceeding required Service Level but within tolerance limit
<b>Red</b>	Unacceptable Service Level. Need to be addressed on priority basis.

SL	POP	Count	Percentage
1	NOC	37	26%
2	Neketon Road # 5 POP	36	25%
3	Ajhora	17	12%
<b>Total</b>		<b>90</b>	<b>62%</b>

S/N	Column1	1st week	2nd week	3rd week
1	No. of Complaints	29	35	36
2	Repeat calls	0	0	0
3	Tickets created	29	37	37

#### Report for th

S/N	POP	Client number	1st Week	Column1
1	NOC- GULSHAN # 1 POP	78	3	4%
2	Baridhara POP	19	1	5%
3	Ajhora (Gulshan-2) POP	18	5	28%
4	GULSHAN-2 ROAD # 62	12	1	8%
5	GULSHAN-2 ROAD # 96	14		0%
6	Motijheel POP	11	3	27%
7	Uttara sec#11 (Faith On	2		0%
8	Banani Road # 18 POP	7		0%
9	Banani Road # 17 POP	19	3	16%
10	Neketon Road # 5 POP	135	7	5%
11	Niketon Road # 1 POP	45	2	4%
12	Dhanmondi- Satmosjid	7		0%

			1
1			
3			5


4th week
40
0
42

ie month of January					
2nd Week	Column2	3rd Wee	Column3	3rth Wee	
10	13%	13	17%	10	
2	11%		0%		
6	33%	1	6%	4	
1	8%	1	8%	1	
	0%		0%	1	
2	18%	2	18%	1	
	0%		0%		
1	14%		0%		
1	5%	2	11%		
15	11%	9	7%	8	
6	13%	4	9%	7	
1	14%		3%		



[illegible]

13	PGCB POP	2		0%
14	Dhanmondi Rupayan PC	12		0%
15	Dhanmondi Cefalo POP	1		0%
16	Mirpur-10 POP	1		0%
17	Uttara Sector # 6 POP	1		0%
18	Parkheight POP	3		0%
19	Nikunja#2 POP	3	1	33%
		390		

#### Cell Colour Rules

<b>Golden</b>	POP with service complaint		
<b>Green</b>	POP with no complaint for that particular period		
<b>Purple</b>	No complaint for the whole month.		

[illegible]

0%
0%
0%
0%
0%
0%
67%

## Monthly Report for Fe

Monthly Report for Feb			
Sl	Detail		Count
1	No. of Complaints received from Clients	Calls	154
		Email	0
2		Nagios	1
3	Time slot of Calls received	Slot 1 ((00:00-09:30)	25
		Slot 2 (09:30-18:00)	85
		Slot 3 (18:00-23:59)	44
4	Repeat calls from same client		
5	No. of Call Logs/tickets created (OS Ticket Server report)		155
6	SL % (Call Logs/Calls Received)		
7	No. of case/tickets closed		150
8	No. of case/tickets pending		5

S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	28	11
2	Slow bandwidth	54	16
3	Link down	31	7
4	Others	8	1
5	LAN Support	6	1
6	Mail Spamming Problem	3	
7	Mail Problem	4	
8	Router configuration	4	2
9	Request for support	3	1
10	Link Shifting	1	
11	LAN Problem	7	3
12	Ping Loss	2	1
13	Frequent Connection Interruption	2	1
14	Bandwidth Upgradation(Temporary)	1	
15	Snanner Problem	1	
		155	44
Percentage			28%

S/L	Help/Complaint Issue	Count	Less than 2 hours
1	Connection problem	28	21
2	Slow bandwidth	54	39

bruary , 2021

Percent	Rules	Remarks
0%	The SL% is 10% or below	
97%	The SL% is 95% or above	

## POP wise service Report for Feb

Neketon Road # 5 POP	<u>Ban-17</u>	Ajhora	Nikunja-2
6	1	3	
17	1	2	2
7	2	2	1
1			2
2		3	
1			
1			
1			
1			
		1	
37	4	11	5
24%	3%	7%	3%

## Report on service time

### Resolution Time

Less than 4 hours	Less than 8 hours	Less than 24 hours	Less than 48 hours
6			
14			

February , 2021

48 hours Plus								
1								
1								





3	Link down	31	25
4	Others	8	5
5	LAN Support	6	3
6	Mail Spamming Problem	3	2
7	Mail Problem	4	2
8	Router configuration	4	3
9	Request for support	3	3
10	Link Shifting	1	1
11	LAN Problem	7	3
12	Ping Loss	2	1
13	Frequent Connection Interruption	2	2
14	Bandwidth Upgradation(Temporary)	1	1
15	Snanner Problem	1	1
		<b>155</b>	<b>112</b>

<b>Cell Colour Rules</b>		
<b>Green</b>		Within Required Service Level
<b>Yellow</b>		Exceeding required Service Level but within
<b>Red</b>		Unacceptable Service Level. Need to be ad

SL	POP	Count	Percentage
1	NOC	44	28%
2	Neketon Road # 5 POP	37	24%
3	Nik-1	11	8%
<b>Total</b>		<b>92</b>	<b>61%</b>

S/N	Column1	1st week	2nd week
1	No. of Complaints	46	29
2	Repeat calls		
3	Tickets created	47	29

S/N	POP	Client number	1st Week
1	NOC- GULSHAN # 1 POP	78	16
2	Baridhara POP	19	3
3	Ajhora (Gulshan-2) POP	18	4
4	GULSHAN-2 ROAD # 62 PO	12	
5	GULSHAN-2 ROAD # 96 POP	14	1
6	Motijheel POP	11	
7	Uttara sec#11 (Faith Online)	2	1
8	Banani Road # 18 POP	7	
9	Banani Road # 17 POP	19	
10	Neketon Road # 5 POP	135	10
11	Niketon Road # 1 POP	45	4

4			
3			
3			
2			
1			
4			
	1		
37	1		


1 tolerance limit
addressed on priority basis.


3rd week	4th week
37	42
37	42

## Monthly Report for February , 2021

Column1	2nd Week	Column2	3rd Week
21%	8	10%	9
16%		0%	1
22%	1	6%	2
0%		0%	1
7%	1	7%	
0%		0%	
0%	1	50%	
0%		0%	
0%	2	11%	
7%	5	4%	11
9%	2	4%	4

2								
1								
5								

Column3	rth Wee	Column4
12%	11	14%
5%	1	5%
11%	3	17%
8%		0%
0%	1	7%
0%		0%
0%	2	100%
0%		0%
0%	1	5%
8%	9	7%
9%	4	9%



12	Dhanmondi- Satmosjid POP	7	
13	PGCB POP	2	1
14	Dhanmondi Rupayan POP	12	
15	Dhanmondi Cefalo POP	1	
16	Mirpur-10 POP	1	
17	Uttara Sector # 6 POP	1	
18	Parkheight POP	3	
19	Nikunja#2 POP	3	1
		390	

#### Cell Colour Rules

<b>Golden</b>	POP with service complaint	
<b>Green</b>	POP with no complaint for that particular period	
<b>Purple</b>	No complaint for the whole month.	

[illegible]

[illegible]





## Monthly Report for March(1-10) , 20

SI	Detail		Count
1	No. of Complaints received from Clients	Calls	63
		Email	0
2		Nagios	
3	Time slot of Calls received	Slot 1 ((00:00-09:30)	25
		Slot 2 (09:30-18:00)	85
		Slot 3 (18:00-23:59)	44
4	Repeat calls from same client		
5	No. of Call Logs/tickets created (OS Ticket Server report)		63
6	SL % (Call Logs/Calls Received)		
7	No. of case/tickets closed		53
8	No. of case/tickets pending		10

### POP wise service

S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	16	9
2	Slow bandwidth	26	2
3	Link down	10	1
4	Others	2	
5	LAN Support	2	
6	Mail Problem	1	
7	Router configuration	1	
8	LAN Problem	1	
9	Frequent Connection Interruption	1	
10	VPN Connection Problem	1	1
11	WiFi Connection Problem	2	2
		63	15
Percentage			24%

### Report on service time

S/L	Help/Complaint Issue	Count	
			Less than 2 hours
1	Connection problem	16	7
2	Slow bandwidth	26	15
3	Link down	10	7
4	Others	2	2
5	LAN Support	2	
6	Mail Problem	1	1
7	Router configuration	1	1

2021							
Percent	Rules	Remarks					
0%	The SL% is 10% or below						
84%	The SL% is 95% or above						

Report for March(1-10) , 2021							
Neketon Road # 5 POP	Ban-17	Ajhora	Nik-1	oper @ Hon	Baridhara	CTG	Gul-96
5		1					
13	1	2	6	2			
1		1	1	2	1	3	
1			1				
		2					
							1
1							
1							
1							
23	1	6	8	4	1	3	1
37%	2%	10%	13%	6%	2%	5%	0%

Resolution Time				
Less than 4 hours	Less than 8 hours	Less than 24 hours	Less than 48 hours	48 hours Plus
6				3
6				5
3				
				2

[illegible]

8	LAN Problem	1	1
9	Frequent Connection Interruption	1	
10	VPN Connection Problem	1	1
11	WiFi Connection Problem	2	2
		<b>63</b>	<b>37</b>

<b>Cell Colour Rules</b>		
<b>Green</b>		Within Required Service Level
<b>Yellow</b>		Exceeding required Service Level but within t
<b>Red</b>		Unacceptable Service Level. Need to be addre

SL	POP	Count	Percentage
1	Neketon Road # 5 POP	23	37%
2	NOC	15	24%
3	Nik-1	8	13%
<b>Total</b>		<b>46</b>	<b>73%</b>

S/N	Column1	1st week	2nd week
1	No. of Complaints	33	30
2	Repeat calls		
3	Tickets created	33	30

<b>Monthly Report for M</b>			
S/N	POP	Client number	1st Week
1	NOC- GULSHAN # 1 POP	78	8
2	Baridhara POP	19	1
3	Ajhora (Gulshan-2) POP	18	2
4	GULSHAN-2 ROAD # 62 PO	12	
5	GULSHAN-2 ROAD # 96 POP	14	1
6	Motijheel POP	11	
7	Uttara sec#11 (Faith Online)	2	
8	Banani Road # 18 POP	7	
9	Banani Road # 17 POP	19	1
10	Neketon Road # 5 POP	135	11
11	Niketon Road # 1 POP	45	6
12	Dhanmondi- Satmosjid POP	7	
13	PGCB POP	2	
14	Dhanmondi Rupayan POP	12	
15	Dhanmondi Cefalo POP	1	
16	Mirpur-10 POP	1	
17	Uttara Sector # 6 POP	1	
18	Parkheight POP	3	
19	Nikunja#2 POP	3	





		390	

<b>Cell Colour Rules</b>			
<b>Golden</b>	POP with service complaint		
<b>Green</b>	POP with no complaint for that particular period		
<b>Purple</b>	No complaint for the whole month.		

[illegible]





## Monthly Report for N

SI	Detail	Count
1	No. of Complaints received from Clients	163
	Calls	163
	Email	0
2		7
	Nagios	7
3	Time slot of Calls received	26
	Slot 1 ((00:00-09:30)	26
	Slot 2 (09:30-18:00)	89
	Slot 3 (18:00-23:59)	48
4	Repeat calls from same client	
5	No. of Call Logs/tickets created (OS Ticket Server report)	163
6	SL % (Call Logs/Calls Received)	
7	No. of case/tickets closed	163
8	No. of case/tickets pending	

S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	31	8
2	Slow bandwidth	60	11
3	Link down	40	15
4	LAN Support	5	1
5	Others	6	3
6	LAN Problem	4	2
7	Mail Problem	4	
8	Router configuration	3	
9	Printer Problem	2	2
10	Ping Loss	1	
11	Frequent Connection Interruption	1	
12	General Query	1	
13	WiFi Connection problem	4	4
14	VPN Connection Problem	1	
		163	46
	Percentage		28%

S/L	Help/Complaint Issue	Count	Less than 2 hours
1	Connection problem	31	19
2	Slow bandwidth	60	46
3	Link down	40	28

March , 2021		
Percent	Rules	Remarks
0%	The SL% is 10% or below	
96%	The SL% is 95% or above	

POP wise service Report for March
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Neketon Road # 5 POP	<u>Ban-17</u>	Ajhora	Fiber @ Home
11	1	3	
22	1	3	1
3		2	2
		4	
1			
2			
1		1	
1			
1			
42	2	13	3
26%	1%	8%	2%

Report on service time			
Resolution Time			
Less than4 hours	Less than 8 hours	Less than 24 hours	Less than 48 hours
7	5		
8	3	3	
11		1	

## h, 2021

Nik-1	Uttara	Baridhara	Radio	Tomato	Motijheel	Circle	PGCB
4			1	2		1	
10		3	2	2			1
3	1	3			1	1	
1		1					
							1
					1		
1							
19	1	7	3	4	2	2	2
12%	1%	4%	2%	2%	1%	1%	1%

48 hours Plus

[illegible]

4	LAN Support	5	5
5	Others	6	5
6	LAN Problem	4	3
7	Mail Problem	4	4
8	Router configuration	3	3
9	Printer Problem	2	2
10	Ping Loss	1	1
11	Frequent Connection Interruption	1	
12	General Query	1	1
13	WiFi Connection problem	4	4
14	VPN Connection Problem	1	1
		163	122

<b>Cell Colour Rules</b>			
<b>Green</b>		Within Required Service Level	
<b>Yellow</b>		Exceeding required Service Level but within	
<b>Red</b>		Unacceptable Service Level. Need to be ad	

SL	POP	Count	Percentage
1	NOC	46	28%
2	Neketon Road # 5 POP	42	26%
3	Nik-1	19	12%
<b>Total</b>		<b>107</b>	<b>66%</b>

S/N	Column1	1st week	2nd week
1	No. of Complaints	32	52
2	Repeat calls		
3	Tickets created	33	54

S/N	POP	Client number	1st Week
1	NOC- GULSHAN # 1 POP	78	8
2	Baridhara POP	19	1
3	Ajhora (Gulshan-2) POP	18	2
4	GULSHAN-2 ROAD # 62 PO	12	
5	GULSHAN-2 ROAD # 96 POP	14	1
6	Motijheel POP	11	
7	Uttara sec#11 (Faith Online)	2	
8	Banani Road # 18 POP	7	
9	Banani Road # 17 POP	19	1
10	Neketon Road # 5 POP	135	11
11	Niketon Road # 1 POP	45	6
12	Dhanmondi- Satmosjid POP	7	

1			
1			
1			
29	8	4	


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n tolerance limit

ressed on priority basis.


3rd week	4th week
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31	41
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35	41
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### Monthly Report for March , 2021

Column1	2nd Week	Column2	3rd Week
10%	13	17%	12
5%	1	5%	
11%	6	33%	2
0%		0%	
7%		0%	
0%	1	9%	
0%	1	50%	1
0%		0%	1
5%	1	5%	1
8%	19	14%	6
13%	5	11%	2
0%		0%	







13	PGCB POP	1	
14	Dhanmondi Rupayan POP	12	
15	Dhanmondi Cefalo POP	1	
16	Mirpur-10 POP	1	
17	Uttara Sector # 6 POP	1	
18	Parkheight POP	3	
19	Nikunja#2 POP	3	
		389	

#### Cell Colour Rules

<b>Golden</b>	POP with service complaint	
<b>Green</b>	POP with no complaint for that particular period	
<b>Purple</b>	No complaint for the whole month.	

[illegible]

[illegible]



Monthly Report for Apr			
SI	Detail		Count
1	No. of Complaints received from Clients	Calls	106
		Email	0
2		Nagios	6
3	Time slot of Calls received	Slot 1 ((00:00-09:30)	15
		Slot 2 (09:30-18:00)	64
		Slot 3 (18:00-23:59)	26
4	Repeat calls from same client		
5	No. of Call Logs/tickets created (OS Ticket Server report)		111
6	SL % (Call Logs/Calls Received)		
7	No. of case/tickets closed		108
8	No. of case/tickets pending		3


S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	13	3
2	Slow bandwidth	23	11
3	Link down	39	8
4	Others	10	1
5	LAN Support	5	1
6	Mail Spamming Problem	1	
7	Mail Problem	3	1
8	Router configuration	6	1
9	POP Down	2	2
10	Link Shifting	1	
11	LAN Problem	2	1
12	Domain/Hosting Problem	2	1
13	Frequent Connection Interruption	1	1
14	Bandwidth Upgradation(Permanently)	1	
15	IP Phone/PABX Issue	1	1
16	Website Browsing Problem	1	
		111	32
Percentage			29%

Rep			

il , 2021		
Percent	Rules	Remarks
<b>0%</b>	The SL% is 10% or below	
<b>96%</b>	The SL% is 95% or above	
		<b>1. Still didn't get any update from CTG Technical. 2. We're waiting for the client's feedback as we have provided test bandwidth. 3. Our technical team is working on that issue.</b>

POP wise service Report for April , 2021			
Neketon Road # 5 POP	<u>Ban-17</u>	Ajhora	Fiber @ Home
5			
8			1
9	2	1	1
4		3	
2		1	
4			
1			
		1	
<b>33</b>	<b>2</b>	<b>6</b>	<b>2</b>
30%	2%	5%	2%
ort on service time			





[illegible]

S/L	Help/Complaint Issue	Count	Less than 2 hours
1	Connection problem	13	8
2	Slow bandwidth	23	4
3	Link down	39	11
4	Others	10	5
5	LAN Support	5	3
6	Mail Spamming Problem	1	1
7	Mail Problem	3	3
8	Router configuration	6	4
9	POP Down	2	2
10	Link Shifting	1	1
11	LAN Problem	2	2
12	Domain/Hosting Problem	2	2
13	Frequent Connection Interruption	1	1
14	Bandwidth Upgradation(Permanently)	1	1
15	IP Phone/PABX Issue	1	1
16	Website Browsing Problem	1	1
		111	50

#### Cell Colour Rules

Green	Within Required Service Level
Yellow	Exceeding required Service Level but within
Red	Unacceptable Service Level. Need to be addressed

SL	POP	Count	Percentage
1	Neketon Road # 5 POP	33	30%
2	NOC	32	29%
3	CTG	10	9%
Total		75	68%

S/N	Column1	1st week	2nd week
1	No. of Complaints	39	17
2	Repeat calls		
3	Tickets created	40	18

N

S/N	POP	Client number	1st Week
1	NOC- GULSHAN # 1 POP	78	
2	Baridhara POP	19	
3	Ajhora (Gulshan-2) POP	18	
4	GULSHAN-2 ROAD # 62 PO	12	
5	GULSHAN-2 ROAD # 96 POP	14	
6	Motijheel POP	11	

[illegible]

[illegible]



7	Uttara sec#11 (Faith Online)	2	
8	Banani Road # 18 POP	7	
9	Banani Road # 17 POP	19	
10	Neketon Road # 5 POP	135	
11	Niketon Road # 1 POP	45	
12	Dhanmondi- Satmosjid POP	7	
13	PGCB POP	2	
14	Dhanmondi Rupayan POP	12	
15	Dhanmondi Cefalo POP	1	
16	Mirpur-10 POP	1	
17	Uttara Sector # 6 POP	1	
18	Parkheight POP	3	1
19	Nikunja#2 POP	3	
		390	

#### Cell Colour Rules

<b>Golden</b>	POP with service complaint	
<b>Green</b>	POP with no complaint for that particular period	
<b>Purple</b>	No complaint for the whole month.	

	0%		0%	
	0%		0%	
	0%		0%	
	0%		0%	
	0%		0%	
	0%		0%	
	0%		0%	
	0%		0%	
	0%		0%	
	0%		0%	
	0%		0%	
	0%		0%	
	33%		0%	
	0%		0%	

0%		0%
0%		0%
0%		0%
0%		0%
0%		0%
3%		0%
0%		0%
0%		0%
0%		0%
0%		0%
0%		0%
0%		0%
0%		0%





## Monthly Report for May(1

SI	Detail		Count
1	No. of Complaints received from Clients	Calls	58
		Email	4
2		Nagios	4
3	Time slot of Calls received	Slot 1 ((00:00-09:30)	8
		Slot 2 (09:30-18:00)	33
		Slot 3 (18:00-23:59)	17
4	Repeat calls from same client		
5	No. of Call Logs/tickets created (OS Ticket Server report)		66
6	SL % (Call Logs/Calls Received)		
7	No. of case/tickets closed		64
8	No. of case/tickets pending		2

S/N	Help/Complaint Issue	Count	NOC
1	Connection problem	6	1
2	Slow bandwidth	12	4
3	Link down	15	8
4	Others	4	1
5	LAN Support	5	1
6	Mail Problem	1	1
7	Router Reconfiguration	3	
8	Ping Loss	1	
9	LAN Problem	3	2
10	Frequent Connection Interruption	1	
11	CC Tv Camera Problem	1	1
12	WiFi Connection Problem	1	
		53	19
Percentage			36%

Repc

S/L	Help/Complaint Issue	Count	Less than 2 hours
1	Connection problem	6	2
2	Slow bandwidth	12	4
3	Link down	15	2
4	Others	4	1
5	LAN Support	5	1

-21) , 2021		
Percent	Rules	Remarks
0%	The SL% is 10% or below	
97%	The SL% is 95% or above	

POP wise service Report for May(1-21) , 2021			
Neketon Road # 5 POP	<u>Ban-17</u>	Ajhora	Nikunja-2
1			
1	1		
		1	
2		1	
2		2	
2			
			1
8	1	4	1
15%	2%	8%	2%

Report on service time			
Resolution Time			
Less than 4 hours	Less than 8 hours	Less than 24 hours	Less than 48 hours
		3	1
1	1	2	4
	1	6	6
		3	
1		1	2



6	Mail Problem	1	
7	Router Reconfiguration	3	2
8	Ping Loss	1	
9	LAN Problem	3	
10	Frequent Connection Interruption	1	
11	CC Tv Camera Problem	1	
12	WiFi Connection Problem	1	
		53	12

#### Cell Colour Rules

<b>Green</b>	Within Required Service Level
<b>Yellow</b>	Exceeding required Service Level but within
<b>Red</b>	Unacceptable Service Level. Need to be addressed

SL	POP	Count	Percentage
1	NOC	19	36%
2	Neketon Road # 5 POP	8	15%
3	CTG	7	13%
<b>Total</b>		<b>34</b>	<b>64%</b>

S/N	Column1	1st week	2nd week
1	No. of Complaints	16	12
2	Repeat calls		
3	Tickets created	19	13

#### Mor

S/N	POP	Client number	1st Week
1	NOC- GULSHAN # 1 POP	78	3
2	Baridhara POP	19	
3	Ajhora (Gulshan-2) POP	18	2
4	GULSHAN-2 ROAD # 62 PO	12	2
5	GULSHAN-2 ROAD # 96 POP	14	
6	Motijheel POP	11	
7	Uttara sec#11 (Faith Online)	2	
8	Banani Road # 18 POP	7	1
9	Banani Road # 17 POP	19	1
10	Neketon Road # 5 POP	135	3
11	Niketon Road # 1 POP	45	2
12	Dhanmondi- Satmosjid POP	7	
13	PGCB POP	2	
14	Dhanmondi Rupayan POP	12	1
15	Dhanmondi Cefalo POP	1	
16	Mirpur-10 POP	1	

		1	
1			
		2	1
			1
		1	
	1		
3	3	19	15

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7 tolerance limit  
dressed on priority basis.

3rd week	4th week
21	
21	

## Monthly Report for May(1-21) , 2021

Column1	2nd Week	Column2	3rd Week
4%	4	5%	10
0%		0%	
11%		0%	2
17%		0%	
0%		0%	
0%		0%	
0%		0%	
14%		0%	
5%		0%	
2%	3	2%	3
4%	2	4%	2
0%		0%	
0%		0%	
0%		0%	
0%		0%	
0%		0%	

1						
1						

Column3	Birth Wee	Column4
13%		0%
0%		0%
11%		0%
0%		0%
0%		0%
0%		0%
0%		0%
0%		0%
0%		0%
2%		0%
4%		0%
3%		0%
0%		0%
0%		0%
0%		0%
0%		0%

17	Uttara Sector # 6 POP	1	
18	Parkheight POP	3	
19	Nikunja#2 POP	3	
		390	

<b>Cell Colour Rules</b>			
<b>Golden</b>	POP with service complaint		
<b>Green</b>	POP with no complaint for that particular period		
<b>Purple</b>	No complaint for the whole month.		



	0%		0%	
	0%		0%	
	0%		0%	

[illegible]