



infomedia

by Telkom Indonesia 

# Panduan Open Tiket Gangguan di Aplikasi NOSSA



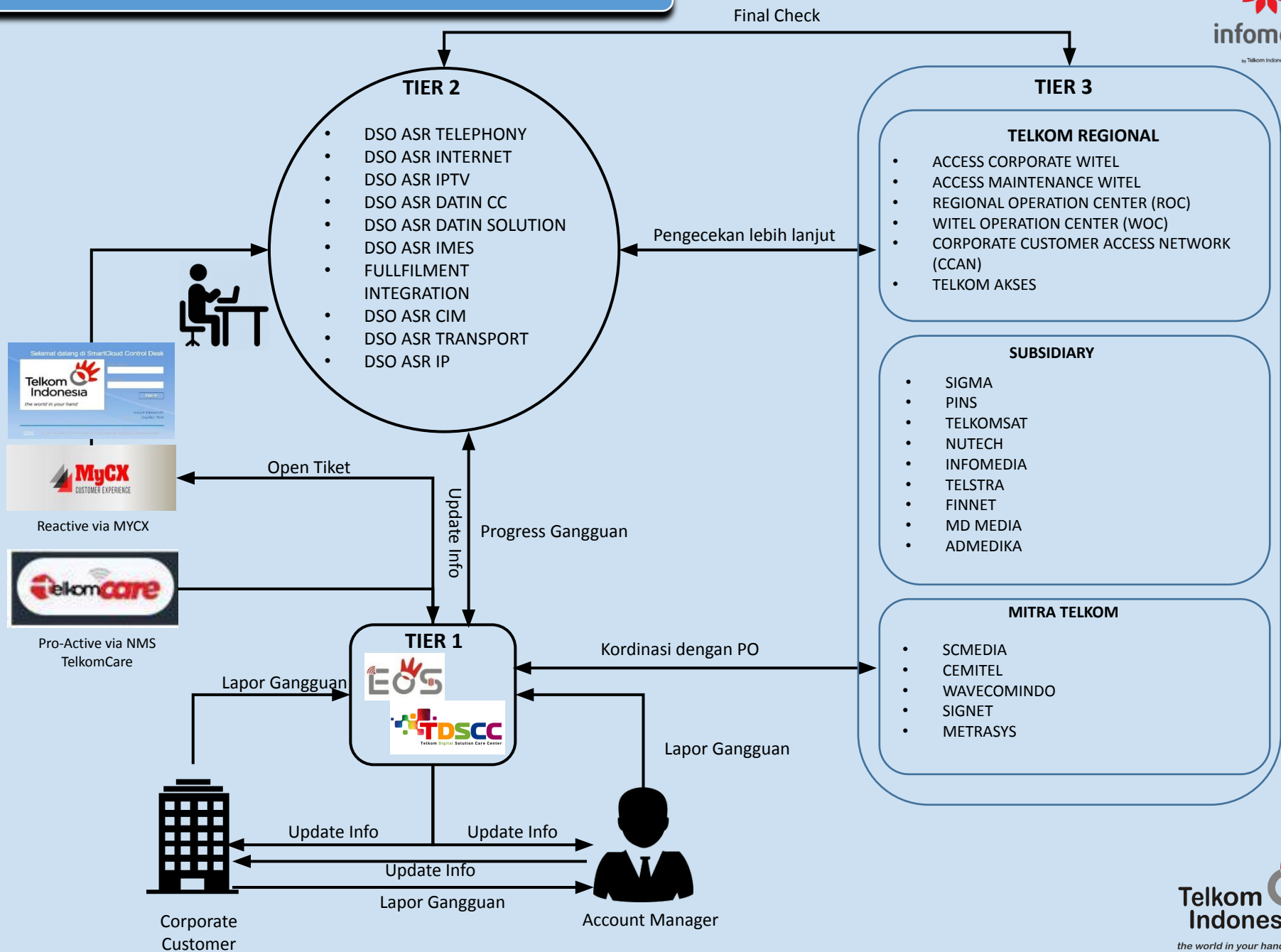
# CONTENT

BIS-PRO PENANGANAN GANGGUAN

PANDUAN OPEN TIKET GANGGUAN APLIKASI  
NOSSA



# BIS-PRO PENANGANAN GANGGUAN





NOSSA (New Operation Support  
System Assurance)

Link NOSSA  
<https://nossa.telkom.co.id/>

1. Isi User ID Nossa lalu masukan Pasword dan Klik Sign In untuk Login

Selamat datang di SmartCloud Center



**Telkom  
Indonesia**  
*the world in your hand*

User Name:

Password:

 **Sign In**

[Forgot Password?](#)  
[Need Help? Register Now](#)

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## 2. Pilih Incident

Welcome, BIQI MUHAMMAD R

BIQI MUHAMMAD R

NOSSA - ALL PRODUCT NOSSA - DATIN

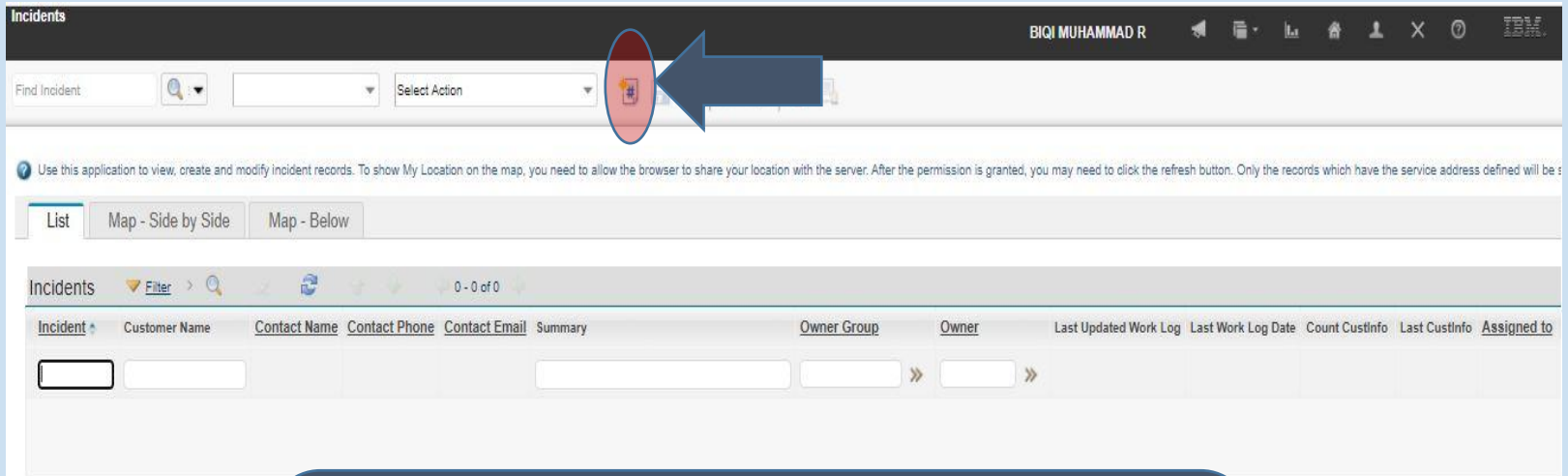
Service Desk Applications

- Incidents
- Customer Information
- Requesting
- Work Orders

My Group's Incidents

Incident	Summary	Reported Date	Owner Group	Segment	Channel	STO	RK / ODC	Witel	Status	External System	Priority	Hasil Ukur
IN8348870	KABEL TERJUNTAI [NN/bp tau/fk/0225940158] [INFORMASI][DES] (POTS 0225940158) // pt salmoda banjaran// RAYA BANJARAN Kec BANJARAN KAB BANDUNG 40377 [Z_NN]	11-12-2020 10:57:05	TIER1DES	DES	10	NAS		NASIONAL	MEDIACARE	RIGHTNOW	1	
IN89054188	[02147860802/BU Indriyani/0818800026] [GANGGUAN][DCS](POTS 02147860802)// DUTA ANGGADE REALTY// GEDUNG BAPINDO TOWER SENAYAN JAKARTA SELATAN 12190 [A_VOICE][DCS]	28-01-2021 08:36:54	TIER1PENDING_DES	DCS	11	RMG		JAKTIM	BACKEND	RIGHTNOW	0	
IN90220980	[02518624883/bp eni/02184970718] 02184970718 Permintaan Mutasi : Balik Nama, Ganti Nomor dll [Z_PERMINTAAN] [DES]	10-02-2021 11:57:46	TIER1DES	DES	11	DMG		BOGOR	SALAMSIM	RIGHTNOW	1	
IN90800858	[02129910300/Bp Taufik/081806008219 ] [GANGGUAN][DES][EMAIL] [SDN] (POTS) CHING LUH INDONESIA / Jl. Raya Serang Km. 18 Ds. Talagasari, Cikupa Tangerang [C_CONN][SWASTA][DES]	16-02-2021 08:58:03	TIER1DES	DES	10	CKA		BANTEN	SALAMSIM	RIGHTNOW	1	
IN90917544	[122872200316/AGUSTIAN /081211158783 ] ONT PREMIUM +62 81211158783 AGUSTIAN [Z_NN][DES]	17-02-2021 13:26:06	TIER1DES	DES	4	STN		BEKASI	SALAMSIM	RIGHTNOW	1	
IN91000854	[02143906161/bu surya /08780802082] [GANGGUAN][DES][VOICE]02143906161 DLL / ANUGERAH KURNIA ABADI // BENDUNGAN MELAYU SELATAN # 1 # TUGU SELATAN # JAKARTA UTARA. # 14280 [A_VOICE][DES]	18-02-2021 11:03:36	TIER1DES	DES		TPR		JAKUT	SLAHOLD	RIGHTNOW		
IN91010809	[131159152944/KURNIAWAN/082315008081] unbind inet [Z_NN][DGS]	18-02-2021 12:42:27	TIER1DGS	DGS	2	CMI		BANDUNGBRT	SALAMSIM	RIGHTNOW	1	
IN91027197	[0212396057/bambang/081315010813] mohon bantu pengecekan jaringan di lokasi no pots : 0212396057//0212396058 cp : 081315010813 bambang alamat : JAKARTA PUSAT , MENTENG , IMAM BONJOL , 80 [Z_NN][DES]	18-02-2021 15:49:04	TIER1DES	DES	4	GBC		JAKPUS	SALAMSIM	RIGHTNOW	1	
IN91032996	[MONITORING][02151401073/Bapak Azis /082291362254] [GANGGUAN][DES](POTS) ARTHA TELEKOMINDO [ GEDUNG BANK ARTHA GRAHA SENAYAN JAKARTA SELATAN 12190 [A_VOICE][DES]	18-02-2021 16:53:26	TIER1PENDING_DES	DES		NAS		NASIONAL	SLAHOLD	RIGHTNOW	1	
IN91124595	[162303101268/billylee28/081216448162] [A_VOICE][DES]	19-02-2021 13:22:22	TIER1DES	DES	6			NASIONAL	MEDIACARE	RIGHTNOW	1	

### 3. Untuk Membuat Tiket Baru Klik NEW INCIDENT atau CTRL+ALT+I

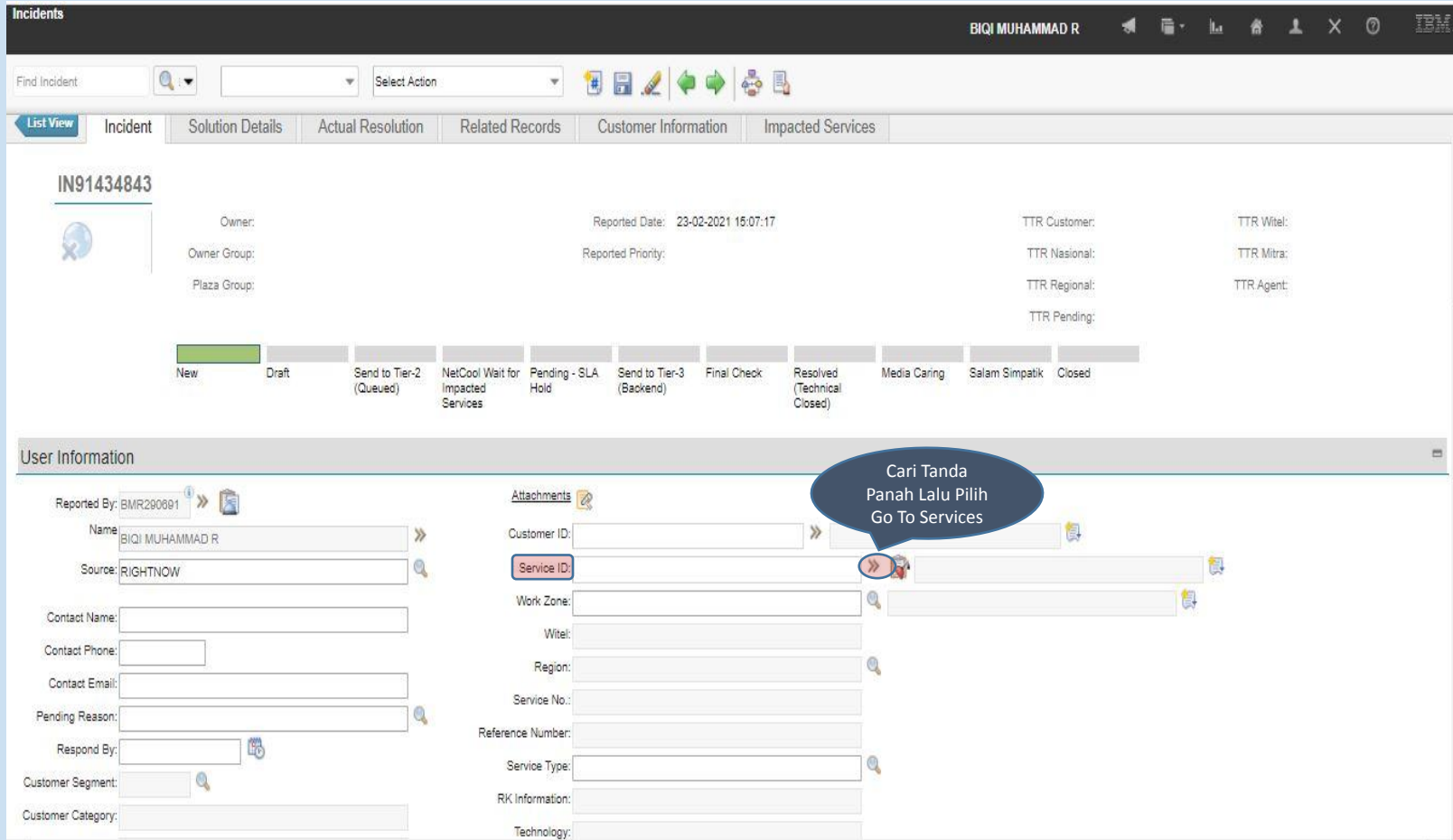


Atau

CTRL+ALT+I



## 4. Cari Tanda Panah Di Kolom Service ID kemudian Pilih Go to Services



**Incidents** BIQI MUHAMMAD R

Find Incident: [Search Icon] [Dropdown] Select Action: [Dropdown] [Icons]

**List View** Incident Solution Details Actual Resolution Related Records Customer Information Impacted Services

**IN91434843**

Owner: [Field] Reported Date: 23-02-2021 15:07:17 TTR Customer: [Field] TTR Witel: [Field]  
 Owner Group: [Field] Reported Priority: [Field] TTR Nasional: [Field] TTR Mitra: [Field]  
 Plaza Group: [Field] TTR Regional: [Field] TTR Agent: [Field]  
 TTR Pending: [Field]

New Draft Send to Tier-2 (Queued) NetCool Wait for Impacted Services Pending - SLA Hold Send to Tier-3 (Backend) Final Check Resolved (Technical Closed) Media Caring Salam Simpatik Closed

**User Information**

Reported By: BMR290891 [Icon]

Name: BIQI MUHAMMAD R [Icon]

Source: RIGHTNOW [Icon]

Contact Name: [Field]

Contact Phone: [Field]

Contact Email: [Field]

Pending Reason: [Field] [Icon]

Respond By: [Field] [Icon]

Customer Segment: [Field] [Icon]

Customer Category: [Field]

**Attachments** [Icon]

Customer ID: [Field] [Icon]

**Service ID:** [Field] [Icon] [Callout: Cari Tanda Panah Lalu Pilih Go To Services]

Work Zone: [Field] [Icon]

Witel: [Field]

Region: [Field] [Icon]

Service No.: [Field]

Reference Number: [Field]

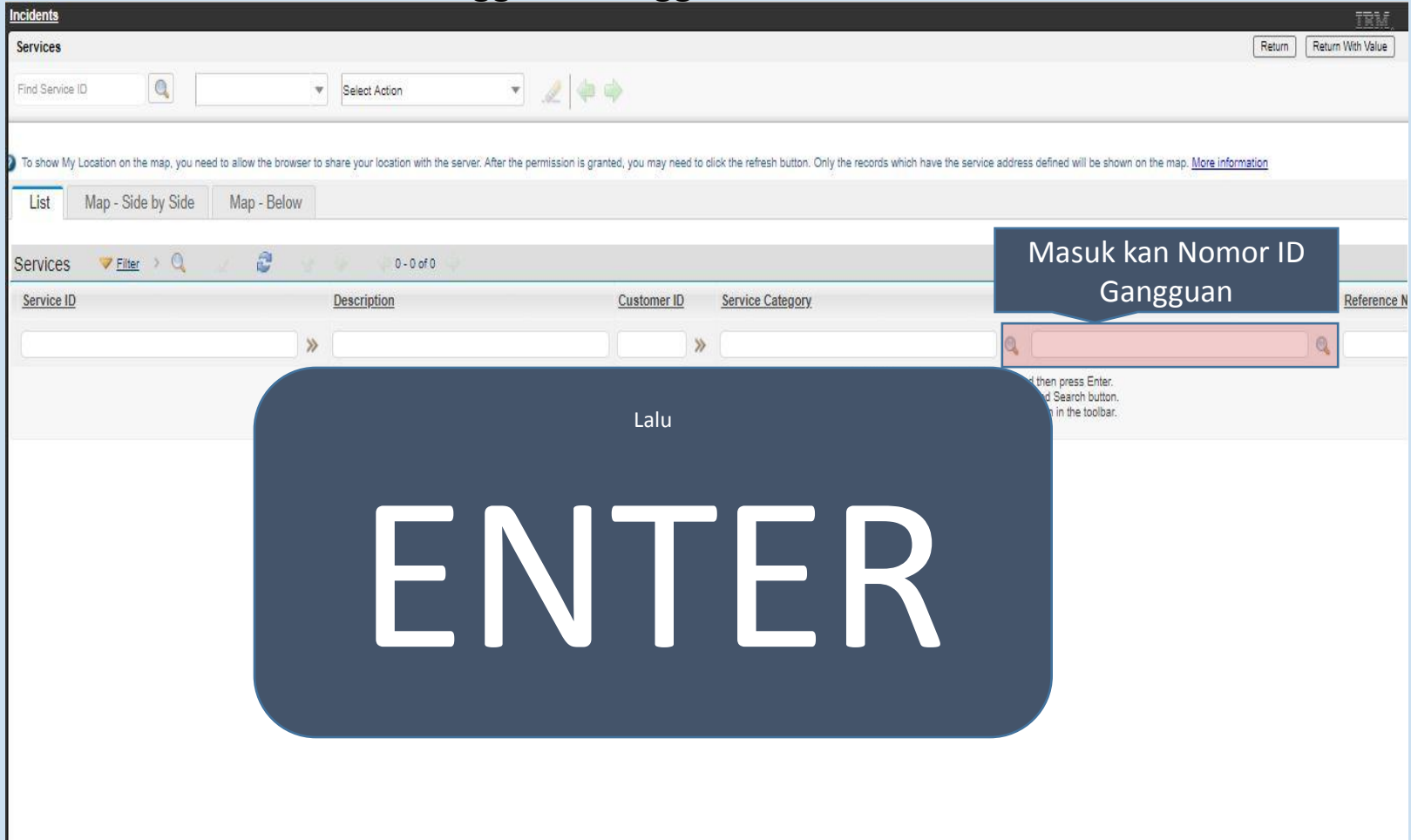
Service Type: [Field] [Icon]

RK Information: [Field]

Technology: [Field]



## 5. Masukkan Nomor ID Gangguan Di Kolom Service No kemudian ENTER



The screenshot shows the 'Incidents' application interface. The 'Services' section is active, displaying a table with columns: Service ID, Description, Customer ID, Service Category, and Reference N. A large blue overlay with the word 'ENTER' is positioned over the Service ID input field. A callout box points to the input field with the text 'Masuk kan Nomor ID Gangguan'.

Services

Find Service ID  Select Action

To show My Location on the map, you need to allow the browser to share your location with the server. After the permission is granted, you may need to click the refresh button. Only the records which have the service address defined will be shown on the map. [More information](#)

List Map - Side by Side Map - Below

Services Filter 0 - 0 of 0

Service ID	Description	Customer ID	Service Category	Reference N
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Lalu

ENTER

Masuk kan Nomor ID Gangguan

## 6. Pilih Nomor Gangguan Sesuai dengan keluhan pelanggan

**Incidents** TRM

**Services** Return Return With Value

Find Service ID

To show My Location on the map, you need to allow the browser to share your location with the server. After the permission is granted, you may need to click the refresh button. Only the records which have the service address defined will be shown on the map. [More information](#)

List Map - Side by Side Map - Below

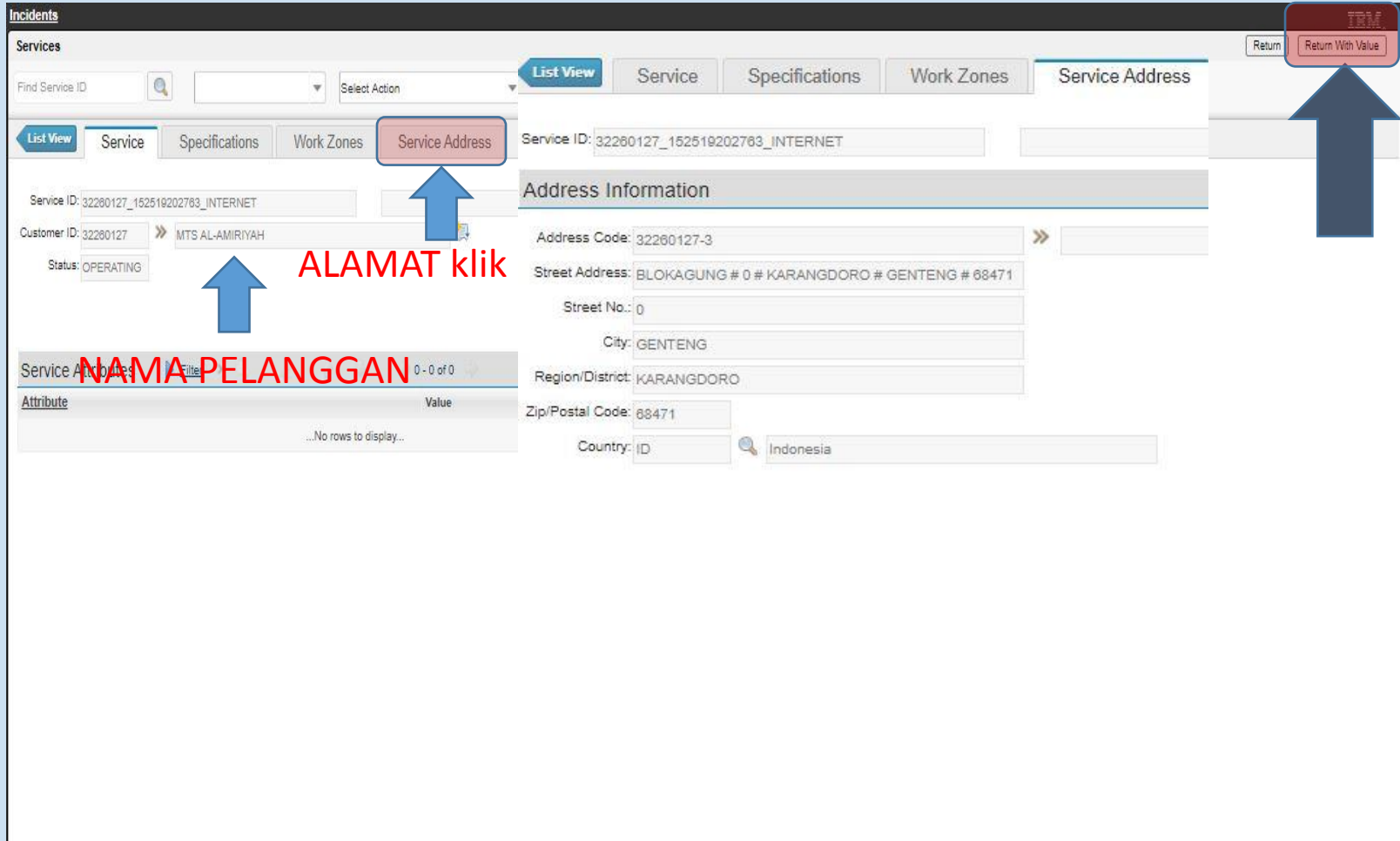
Services      1 - 2 of 2

Service ID	Description	Customer ID	Service Category	Service No.	Reference
32280127 152519202783 IPTV				152519202783	
32280127 152519202783 INTERNET					03336823246

☐ Select Records

PILIH SESUAI YANG DI KELUHKAN LALU KLIK

## 7. Pastikan Data Pelanggan Sudah Sesuai Lalu Pilih Return With Value



**Incidents**

**Services**

Find Service ID  Select Action

Service ID: 32260127\_152519202763\_INTERNET

Customer ID: 32260127 >> MTS AL-AMIRIYAH

Status: OPERATING

Service Address: 0 - 0 of 0

Attribute Value

...No rows to display...

Address Information

Address Code: 32260127-3

Street Address: BLOKAGUNG # 0 # KARANGDORO # GENTENG # 68471

Street No.: 0

City: GENTENG

Region/District: KARANGDORO

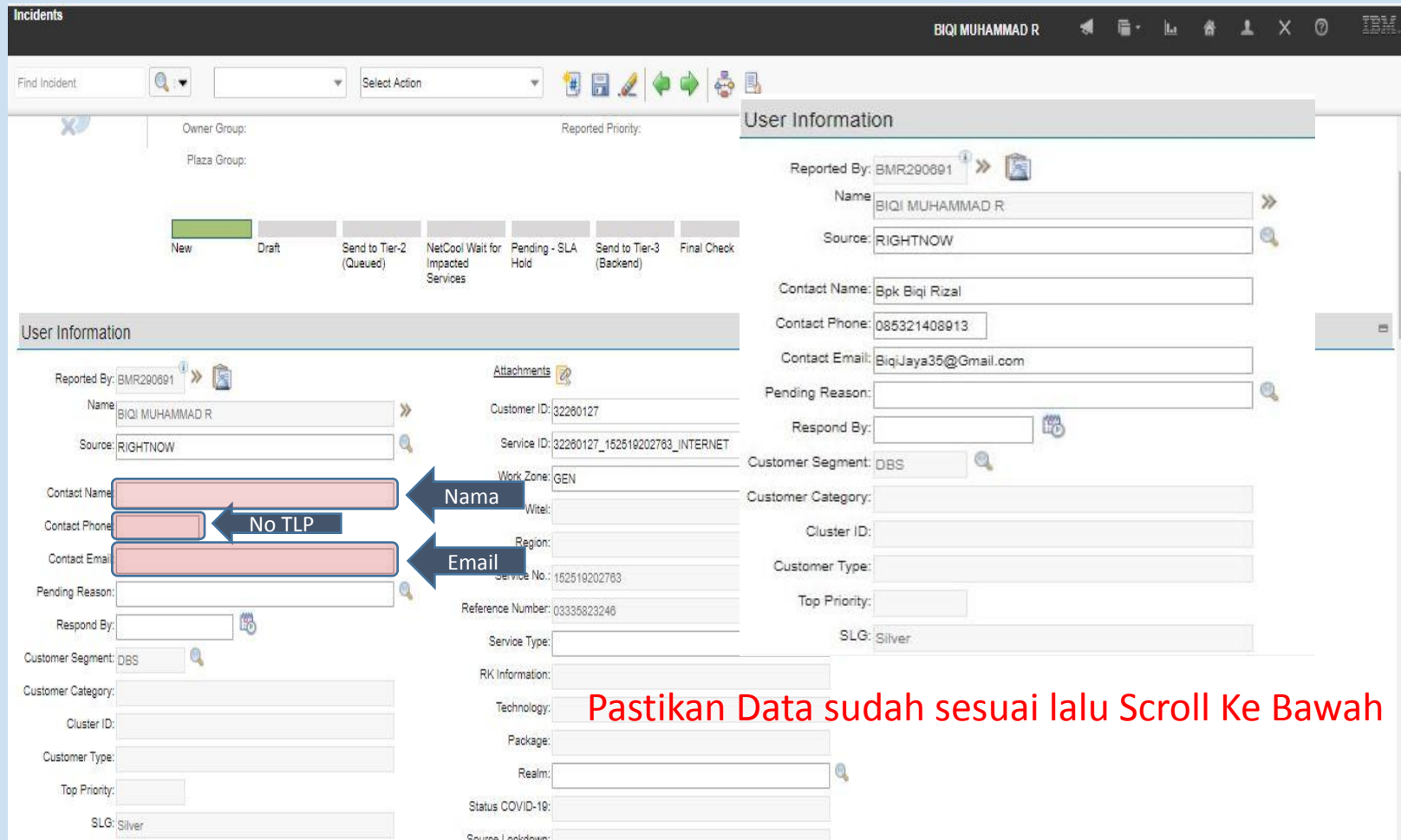
Zip/Postal Code: 68471

Country: ID Indonesia

**NAMA PELANGGAN**

**ALAMAT klik**

## 8. Isi Contact Name ,Phone dan Email Sesuai dengan Data yang di dapat dari pelanggan



**Incidents** BIQI MUHAMMAD R

Find Incident: [Search Icon] [Dropdown] Select Action: [Dropdown]

Owner Group: [Dropdown] Plaza Group: [Dropdown] Reported Priority: [Dropdown]

New Draft Send to Tier-2 (Queued) NetCool Wait for Impacted Services Pending - SLA Hold Send to Tier-3 (Backend) Final Check

**User Information**

Reported By: BMR290891 [Icon]

Name: BIQI MUHAMMAD R [Icon]

Source: RIGHTNOW [Icon]

Contact Name: Bpk Biqi Rizal [Icon]

Contact Phone: 085321408913 [Icon]

Contact Email: BiqiJaya35@Gmail.com [Icon]

Pending Reason: [Icon]

Respond By: [Icon]

Customer Segment: DBS [Icon]

Customer Category: [Icon]

Cluster ID: [Icon]

Customer Type: [Icon]

Top Priority: [Icon]

SLG: Silver [Icon]

Reported By: BMR290891 [Icon]

Name: BIQI MUHAMMAD R [Icon]

Source: RIGHTNOW [Icon]

Contact Name: [Red Box] [Icon]

Contact Phone: [Red Box] [Icon]

Contact Email: [Red Box] [Icon]

Pending Reason: [Icon]

Respond By: [Icon]

Customer Segment: DBS [Icon]

Customer Category: [Icon]

Cluster ID: [Icon]

Customer Type: [Icon]

Top Priority: [Icon]

SLG: Silver [Icon]

Attachments [Icon]

Customer ID: 32280127

Service ID: 32280127\_152519202783\_INTERNET

Work Zone: GEN

Witel: [Icon]

Region: [Icon]

Service No.: 152519202783

Reference Number: 03335823246

Service Type: [Icon]

RK Information: [Icon]

Technology: [Icon]

Package: [Icon]

Realm: [Icon]

Status COVID-19: [Icon]

Source Unknown: [Icon]

**Nama**

**No TLP**

**Email**

**Pastikan Data sudah sesuai lalu Scroll Ke Bawah**

## 9. Isi Summary , dan Details Gangguan

**Incidents** BIQI MUHAMMAD R

Find Incident: [ ] Select Action: [ ]

**Summary** **Incident Details**

**Summary**

**Details**

Classification Path: [ ]

Class Description: [ ]

Technology: [ ]

Hasil Ukur MyCX: [ ]

Kategori Hasil Ukur MyCX: [ ]

Service Category: [4] Silver

Impact: [ ]

Priority: [ ]

Waktu Ukur: [ ]

Hasil Ukur Ibooster: [ ]

**Solution:**

Solution Classification: [ ]

Actual Solution: [ ]

Incident Domain: [ ]

Node Value from NetCool: [ ]

Sub Node: [ ]

Estimation (Hour, in Number): [ ]

Service Area: [ ]

Keterangan: [ ]

OSSID: [ ]

Urgensi: [ ]

Hard Complaint: [ ]

Laput: [ ]

Gaul: [ ]

Channel: [ ]

CLOSED / REOPEN by: [ ]

Hasil Pengukuran Before / After: [ ]

ID Pengukuran: [ ]

Hostname Cn: [ ]

IP OLT: [ ]

Frame/Slot/Port/ONUID: [ ]

OLT bc: [ ]

**Summary:** [GANGGUAN] [DBS] [INDIHOME] 152519202763 // MTS AL

**Details:**

Name Pelapor : Bpk Biqi Rizal  
Nomor Pelapor : 085321408913  
Nomor Gangguan : 152519202763  
Detail Gangguan : Internet Tidak Bisa Koneksi  
Solusi Awal : Sudah di lakukan Restart Modem Namun Internet Masih Berkeadala  
Nama PIC dan CR : Bpk Biqi 085321408913 & Bpk Rizki 081222796141  
Email : Biqijaya35@gmail.com

Classification Path: [ ]

Class Description: [ ]

Technology: [ ]

Hasil Ukur MyCX: [ ]

Kategori Hasil Ukur MyCX: [ ]

Service Category: [4] Silver

Impact: [ ]

Priority: [ ]

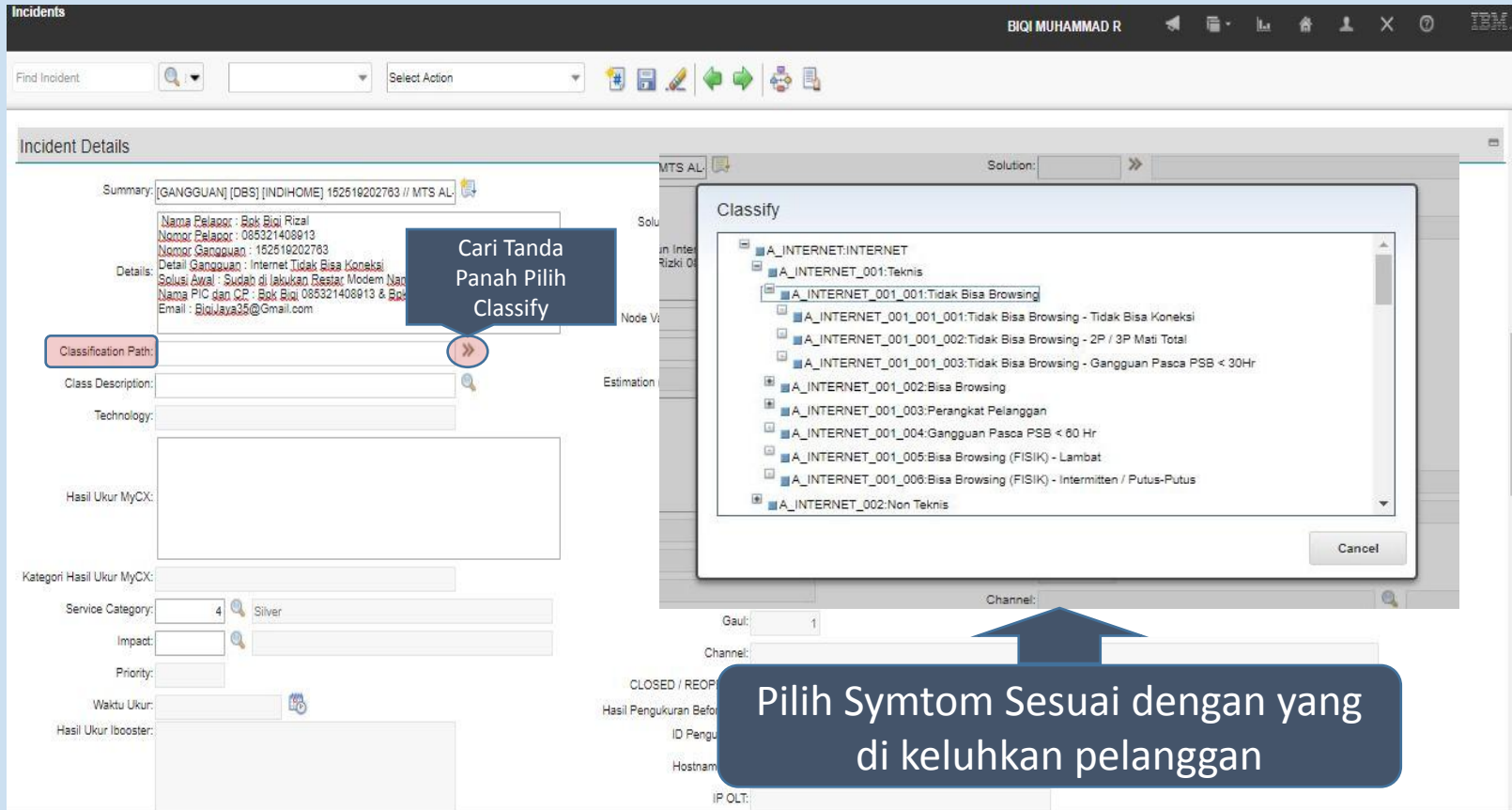
Waktu Ukur: [ ]

Hasil Ukur Ibooster: [ ]

**Di isi Sesuai dengan Data yang di dapat dari pelanggan**

**Pastikan sudah sesuai lalu pilih Symtom**

## 10. Classification Path pilih Classify lalu cari symtom sesuai keluhan pelanggan



**Incident Details**

Summary: [GANGGUAN] [DBS] [INDIHOME] 152519202763 // MTS AL

Details: Nama Pelapor: Bok Biqi Rizal  
Nomor Pelapor: 065321408913  
Nomor Gangguan: 152519202763  
Detail Gangguan: Internet Tidak Bisa Koneksi  
Solusi Awal: Sudah di lakukan Restart Modem Naga  
Nama PIC dan CR: Bok Biqi 065321408913 & Bok Biqi  
Email: BiqiJava35@Gmail.com

**Classification Path:** Cari Tanda Panah Pilih Classify

Class Description:

Technology:

Hasil Ukur MyCX:

Kategori Hasil Ukur MyCX:

Service Category: 4 Silver

Impact:

Priority:

Waktu Ukur:

Hasil Ukur booster:

**Classify**

- A\_INTERNET:INTERNET
  - A\_INTERNET\_001:Teknis
    - A\_INTERNET\_001\_001:Tidak Bisa Browsing
      - A\_INTERNET\_001\_001\_001:Tidak Bisa Browsing - Tidak Bisa Koneksi
      - A\_INTERNET\_001\_001\_002:Tidak Bisa Browsing - 2P / 3P Mati Total
      - A\_INTERNET\_001\_001\_003:Tidak Bisa Browsing - Gangguan Pasca PSB < 30Hr
    - A\_INTERNET\_001\_002:Bisa Browsing
    - A\_INTERNET\_001\_003:Perangkat Pelanggan
    - A\_INTERNET\_001\_004:Gangguan Pasca PSB < 60 Hr
    - A\_INTERNET\_001\_005:Bisa Browsing (FISIK) - Lambat
    - A\_INTERNET\_001\_006:Bisa Browsing (FISIK) - Intermitten / Putus-Putus
    - A\_INTERNET\_002:Non Teknis

Pilih Symtom Sesuai dengan yang di keluhan pelanggan

## 11. Setelah symptom terpilih pastikan kembali data data sudah terisi dengan benar lalu scroll ke atas

Summary: [GANGGUAN] [DBS] [INDIHOME] 152519202763 // MTS AL

Name Pelapor: Bpk Biqi Rizal  
 Nomor Pelapor: 085321408913  
 Nomor Gangguan: 152519202763  
 Detail Gangguan: Internet Tidak Bisa Koneksi  
 Solusi Awal: Sudah di lakukan Restart Modem Namun Internet Masih Berkendala  
 Nama PIC dan CP: Bpk Biqi 085321408913 & Bpk Rizki 081222796141  
 Email: BiqiJaya35@gmail.com

Classification Path: A INTERNET \ A INTERNET\_001 \ A INTERNET\_001\_001

Class Description: Tidak Bisa Browsing - Tidak Bisa Koneksi

Technology:

Hasil Ukur MyCX:

Kategori Hasil Ukur MyCX:

Service Category: 4 Silver

Impact:

Priority:

Waktu Ukur:

Hasil Ukur booster:

Incident Details

Summary: [GANGGUAN] [DBS] [INDIHOME] 152519202763 // MTS AL

Name Pelapor: Bpk Biqi Rizal  
 Nomor Pelapor: 085321408913  
 Nomor Gangguan: 152519202763  
 Detail Gangguan: Internet Tidak Bisa Koneksi  
 Solusi Awal: Sudah di lakukan Restart Modem Namun Internet Masih Berkendala  
 Nama PIC dan CP: Bpk Biqi 085321408913 & Bpk Rizki 081222796141  
 Email: BiqiJaya35@gmail.com

Classification Path:

Class Description:

Technology:

Hasil Ukur MyCX:

Kategori Hasil Ukur MyCX:

Service Category: 4 Silver

Impact:

Priority:

Waktu Ukur:

Hasil Ukur booster:

User Information

Reported By: BMR280891

Name: BIQI MUHAMMAD R

Contact Name: Bpk Biqi Rizal

Contact Phone: 085321408913

Contact Email: BiqiJaya35@gmail.com

Pending Reason:

Respond By:

Customer Segment: DBS

Customer Category:

Cluster ID:

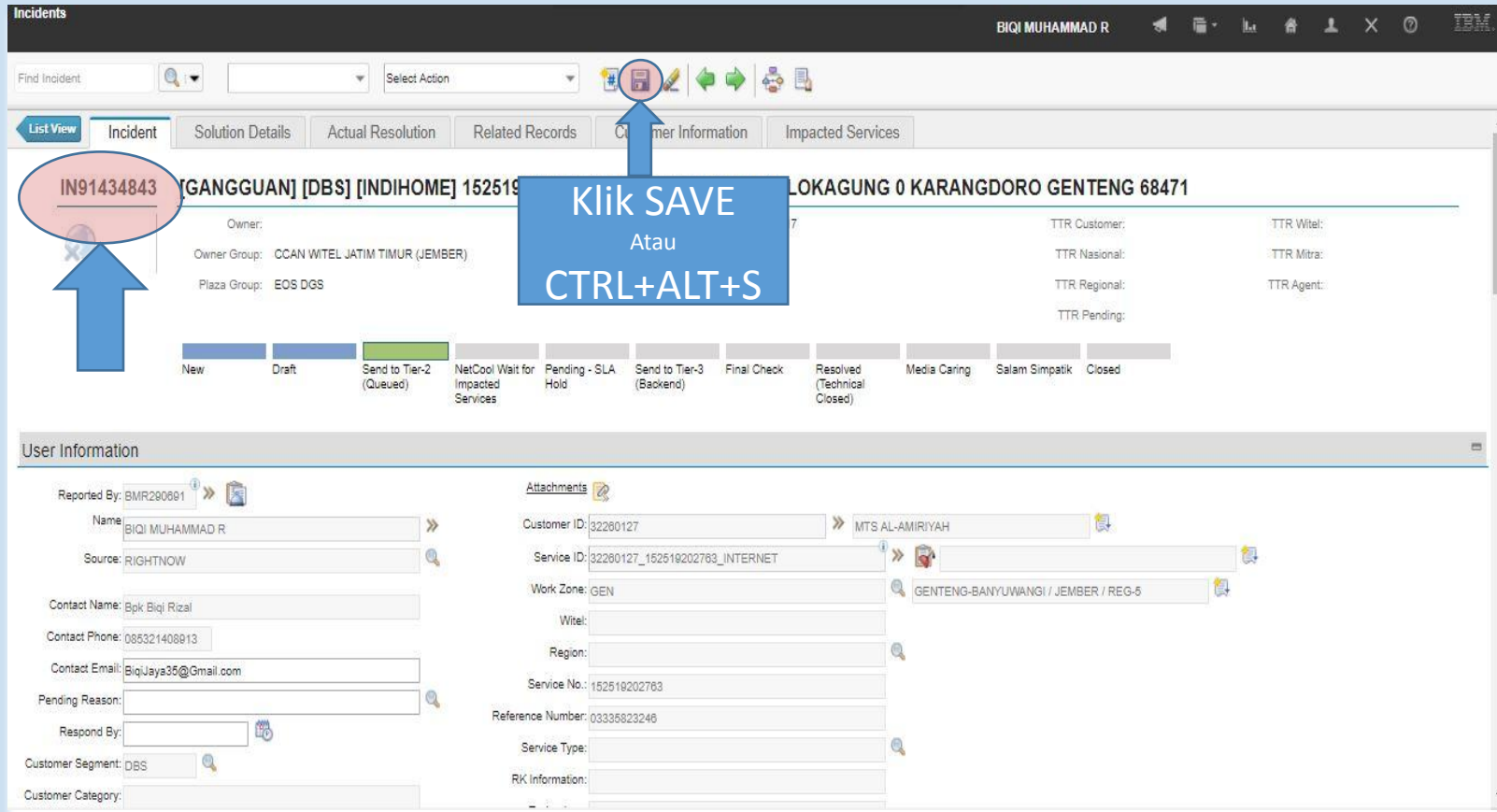
Customer Type:

Top Priority:

SLG: Silver



12 .Setelah Di Pastikan Benar lalu Klik SAVE dan informasikan nomor tiket kepada pelanggan



**Incidents** BIQI MUHAMMAD R

Find Incident: [Search Icon] [Dropdown] Select Action: [Dropdown]

**Incident** | Solution Details | Actual Resolution | Related Records | Customer Information | Impacted Services

**IN91434843** [GANGGUAN] [DBS] [INDIHOME] 152519 [LOKAGUNG 0 KARANGDORO GENTENG 68471]

Owner: [Field]  
Owner Group: CCAN WITEL JATIM TIMUR (JEMBER)  
Plaza Group: EOS DGS

TTR Customer: [Field]  
TTR Nasional: [Field]  
TTR Regional: [Field]  
TTR Pending: [Field]  
TTR Witel: [Field]  
TTR Mitra: [Field]  
TTR Agent: [Field]

New Draft **Send to Tier-2 (Queued)** NetCool Wait for Impacted Services Pending - SLA Hold Send to Tier-3 (Backend) Final Check Resolved (Technical Closed) Media Caring Salam Simpatik Closed

**User Information**

Reported By: BMR280891 [User Icon]

Name: BIQI MUHAMMAD R [User Icon]  
Source: RIGHTNOW [Search Icon]

Contact Name: Bpk Biqi Rizal  
Contact Phone: 085321408913  
Contact Email: BiqJaya35@Gmail.com [Search Icon]  
Pending Reason: [Field] [Search Icon]  
Respond By: [Field] [User Icon]  
Customer Segment: DBS [Search Icon]  
Customer Category: [Field]

**Attachments** [Icon]

Customer ID: 32280127 [User Icon] MTS AL-AMIRIYAH [User Icon]  
Service ID: 32280127\_152519202783\_INTERNET [User Icon]  
Work Zone: GEN [Search Icon] GENTENG-BANYUWANGI / JEMBER / REG-5 [User Icon]  
Witel: [Field]  
Region: [Field] [Search Icon]  
Service No.: 152519202783  
Reference Number: 03335823248  
Service Type: [Field] [Search Icon]  
RK Information: [Field]

# NOTE

**Open tiket Menggunakan Aplikasi Nossa hanya di perbolehkan ketika Aplikasi MYCX sedang mengalami gangguan**

**Sebelum Open Tiket Pastikan Semua Data yang di Butuhkan Sudah Tersedia dan Sesuai dengan Parameter yang Sudah di Tentukan**

**Pastikan Selalu Memberikan Informasi Yang Jelas dan Informatif di Work Log**

**Gunakan Akun Aplikasi Telkom Sesuai dengan Ketentuan Perusahaan Yang Berlaku**

