

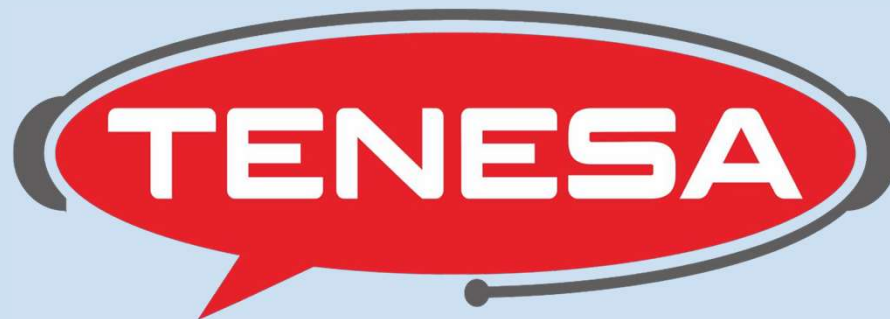
# Panduan Open Tiket Gangguan di Aplikasi NOSSA



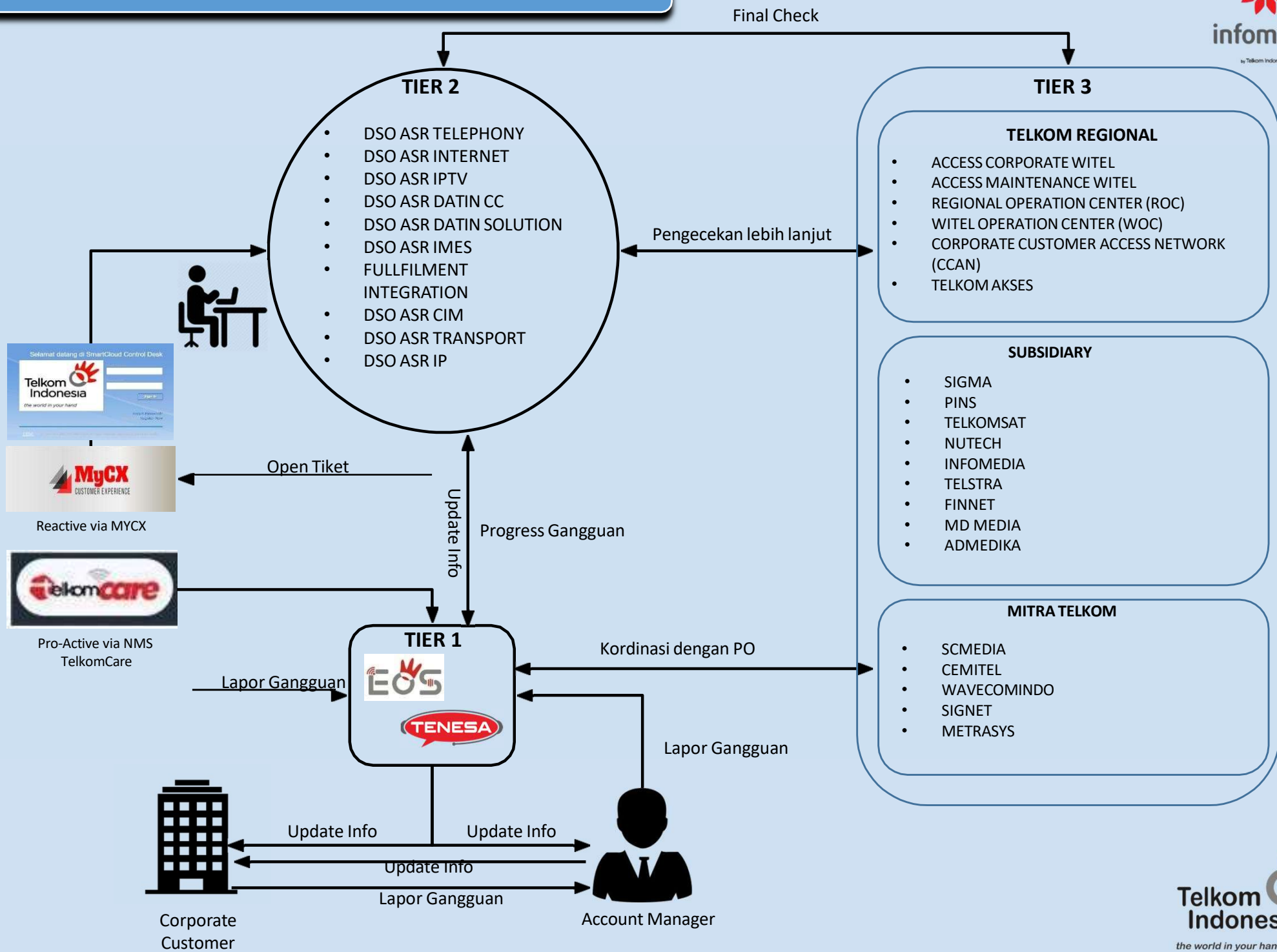
# CONTENT

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 Nossalalu masukan Pasword dan Klik Sign In untuk Login



Selamat datang di SmartCloud Connect Portal

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

User/Name:

Isi User ID Nossal

Password:

Masukan Pasword

 **Sign In**

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

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## 2. Pilih Incident

Welcome, BIQI MUHAMMAD R

NOSSA - ALL PRODUCT NOSSA - DATIN

Service Desk Applications

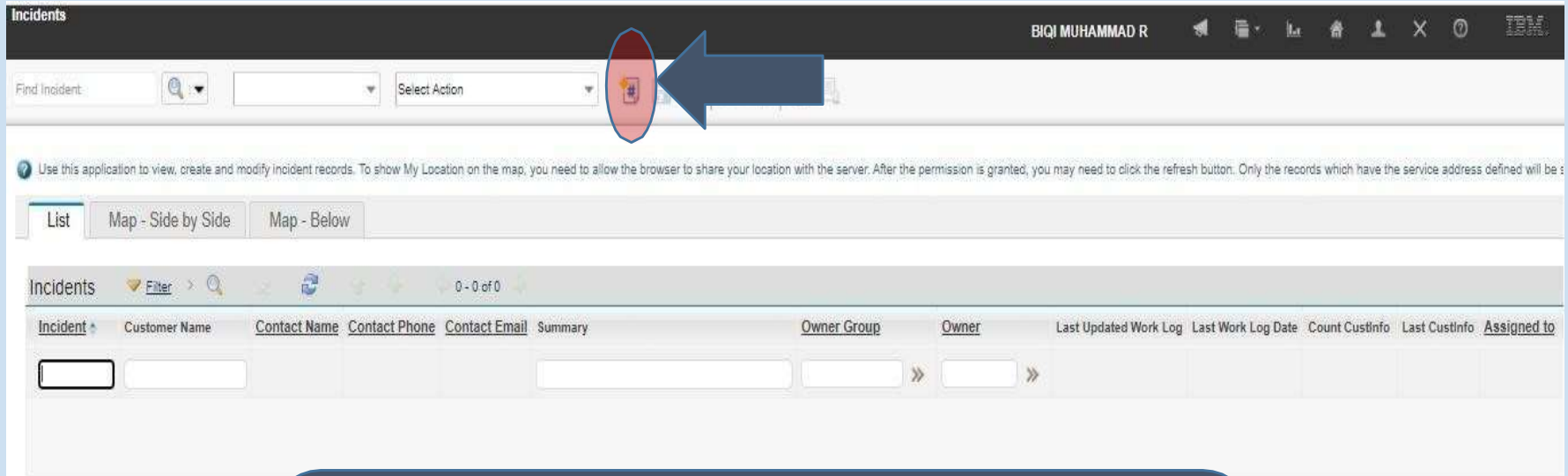
- Incidents
- Customer Information
- Working
- Work Orders

My Group's Incidents

Incident	Summary	Reported Date	Owner Group	Segment	Channel	STO	RK / ODC	Witel	Status	External System	Priority	Hasil Ukur
IN83488870	KABEL TERJUNTAI [NNbp taufik/0225940158] [INFORMAS][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	[02147880802/BU Indriyani/0818800026] [GANGGUAN][DCS](POTS 02147880802)// DUTA ANGGADA 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	
IN80220680	[02518624883/op eri/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. 16 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	[02143908161/bu surya /08780802082] [GANGGUAN][DES][VOICE]02143908161 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	[0212399057/bambang/081315010613] mohon bantu pengecekan jaringan di lokasi no pots : 0212399057//0212399058 cp : 081315010613 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	
IN91032968	[MONITORING][02151401073/Bapak Aziz /082281382254] [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	[162303101289/billylee28/081218448182] [Z_NN][DES]	19-02-2021 16:22:05	TIER1DES	DES	8			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:  Select Action:

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

**IN91434843**

Owner: Reported Date: 23-02-2021 15:07:17 TTR Customer: TTR Witel:

Owner Group: Reported Priority: TTR Nasional: TTR Mitra:

Plaza Group: TTR Regional: TTR Agent:

TTR Pending:

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

Name: BIQI MUHAMMAD R

Source: RIGHTNOW

Contact Name:

Contact Phone:

Contact Email:

Pending Reason:

Respond By:

Customer Segment:

Customer Category:

**Attachments**

Customer ID:

**Service ID:**

Work Zone:

Witel:

Region:

Service No.:

Reference Number:

Service Type:

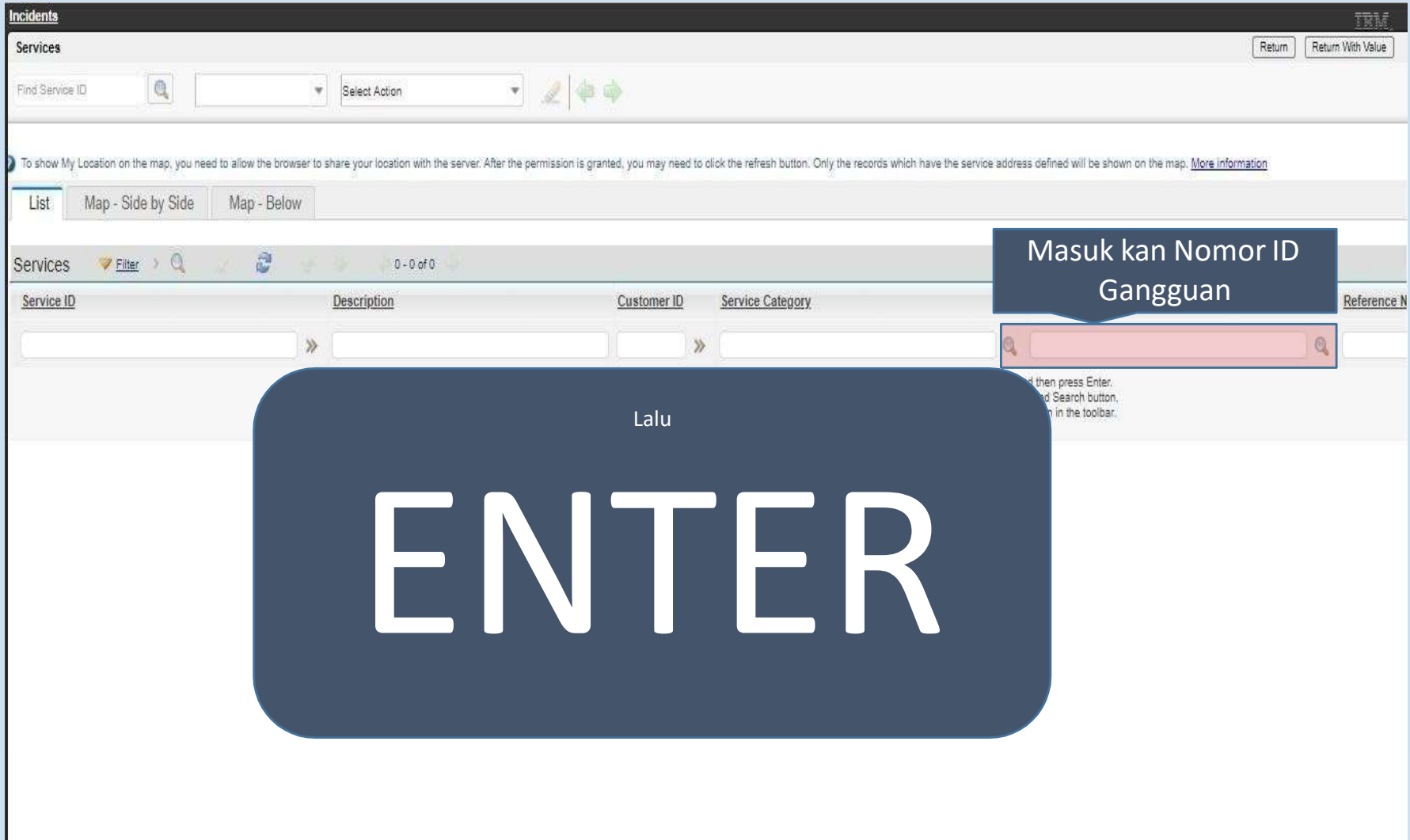
RK Information:

Technology:

Cari Tanda Panah Lalu Pilih Go To Services



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



The screenshot shows the IBM Incidents Services interface. A dark blue callout box with the text "Masuk kan Nomor ID Gangguan" points to the "Service ID" input field. Below this, a large dark blue box with the word "ENTER" in white capital letters is overlaid on the interface. The interface includes a "Find Service ID" search bar, a "Select Action" dropdown, and a table with columns: Service ID, Description, Customer ID, Service Category, and Reference N. The table currently shows 0 records.

Incidents

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

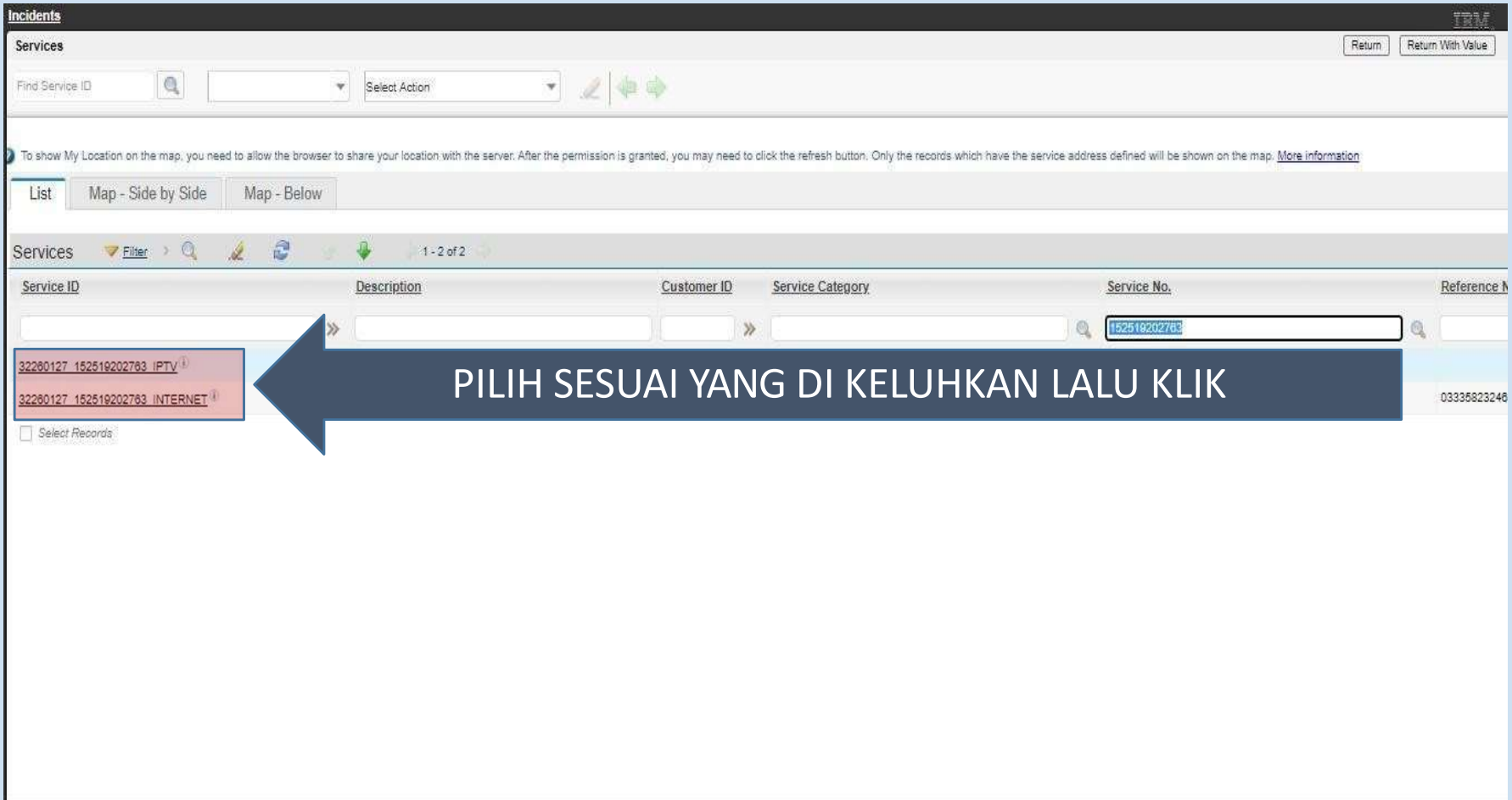
Service ID	Description	Customer ID	Service Category	Reference N

Lalu

**ENTER**

Masuk kan Nomor ID Gangguan

## 6. Pilih Nomor Gangguan Sesuai dengan keluhan pelanggan



The screenshot shows the IBM Incidents Services interface. At the top, there's a 'Services' section with a search bar and a 'Select Action' dropdown. Below this, there's a message about location permissions. The main section is titled 'Services' and contains a table with columns: Service ID, Description, Customer ID, Service Category, Service No., and Reference No. The table has two rows of data, both with Service ID '32280127' and Service No. '152519202783'. The first row is 'IPTV' and the second is 'INTERNET'. A red box highlights these two rows. A large blue arrow points from the text 'PILIH SESUAI YANG DI KELUHKAN LALU KLIK' to the highlighted rows. Below the table, there's a 'Select Records' checkbox.

**PILIH SESUAI YANG DI KELUHKAN LALU KLIK**

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

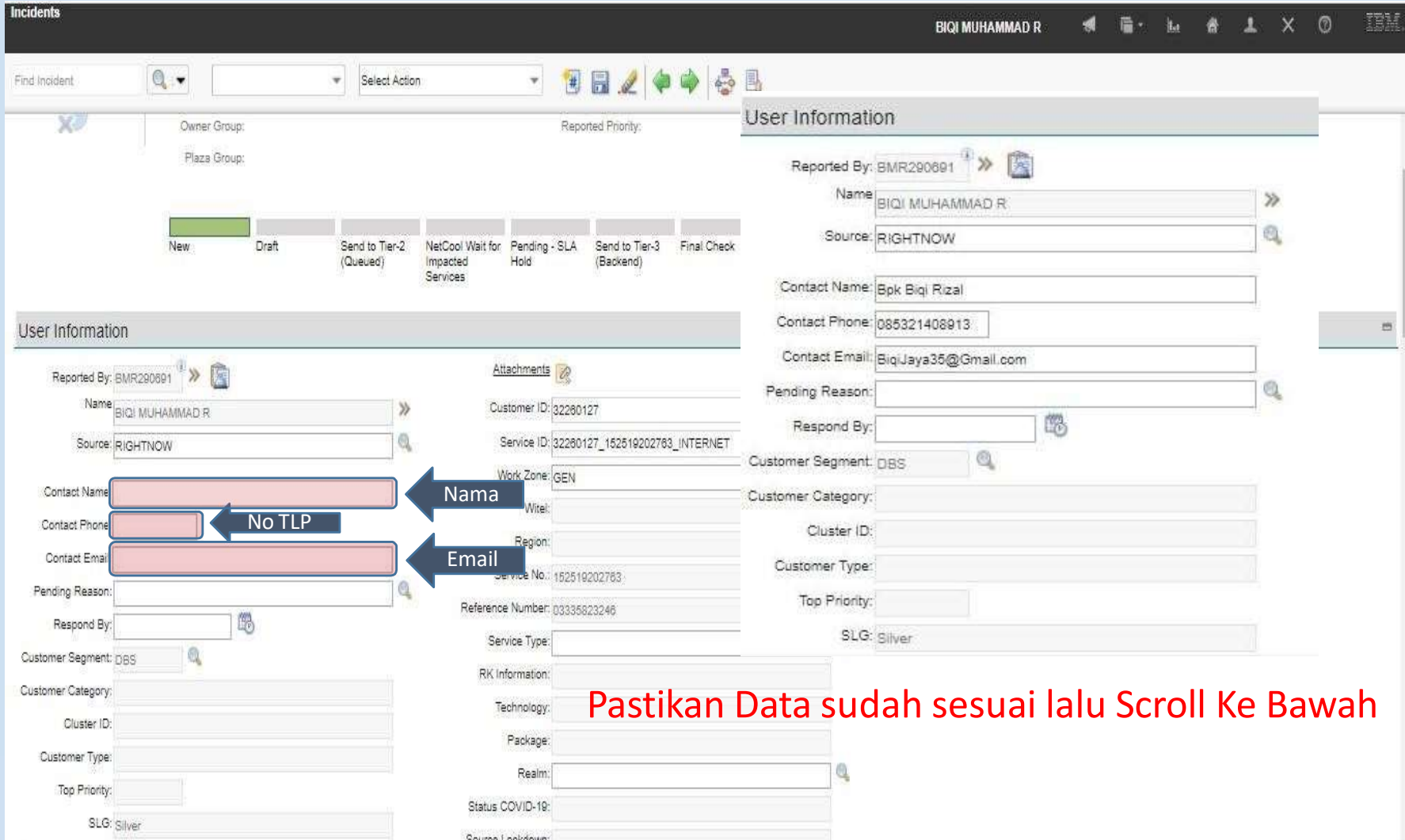
The screenshot shows the 'Incidents' section of the NOSSA application. The 'Service Address' tab is selected. The interface displays the following information:

- Service ID:** 32260127\_152519202763\_INTERNET
- Customer ID:** 32260127
- Status:** OPERATING
- Customer Name:** MTS AL-AMIRIYAH
- 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

Annotations on the screenshot:

- A blue arrow points to the 'Service Address' tab.
- A blue arrow points to the 'Return With Value' button.
- Red text 'NAMA PELANGGAN' (Customer Name) is placed near the customer name field.
- Red text 'ALAMAT klik' (Address click) is placed near the address information fields.

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



Incidents

BIQI MUHAMMAD R

Find Incident

Select Action

Owner Group:

Plaza Group:

Reported Priority:

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

Name: BIQI MUHAMMAD R

Source: RIGHTNOW

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

Attachments

Customer ID: 32280127

Service ID: 32280127\_152519202763\_INTERNET

Work Zone: GEN

Witel:

Region:

Service No: 152519202763

Reference Number: 03335623246

Service Type:

RK Information:

Technology:

Package:

Realm:

Status COVID-19:

Source Unknown

Reported By: BMR290891

Name: BIQI MUHAMMAD R

Source: RIGHTNOW

Contact Name: [Redacted]

Contact Phone: [Redacted]

Contact Email: [Redacted]

Pending Reason:

Respond By:

Customer Segment: DBS

Customer Category:

Cluster ID:

Customer Type:

Top Priority:

SLG: Silver

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** **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** **Incident Details**

Solution Classification: [ ]

Actual Solution: [ ]

Incident Domain: [ ]

Node Value from NetCool: [ ]

Sub Node: [ ]

Estimation (Hour, in Number): [ ]

Service Area: [ ]

Keterangan: [ ]

OSSID: [ ]

Urgensi: [ ]

Hard Complaint: [ ]

Laput: [ ]

Gault: [ ]

Channel: [ ]

CLOSED / REOPEN by: [ ]

Hasil Pengukuran Before / Aft: [ ]

ID Pengukuran: [ ]

Hostname OLT: [ ]

IP OLT: [ ]

Frame/Slot/Port/ONU/D: [ ]

OLT bc: [ ]

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

Details: Nama 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 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: [ ]

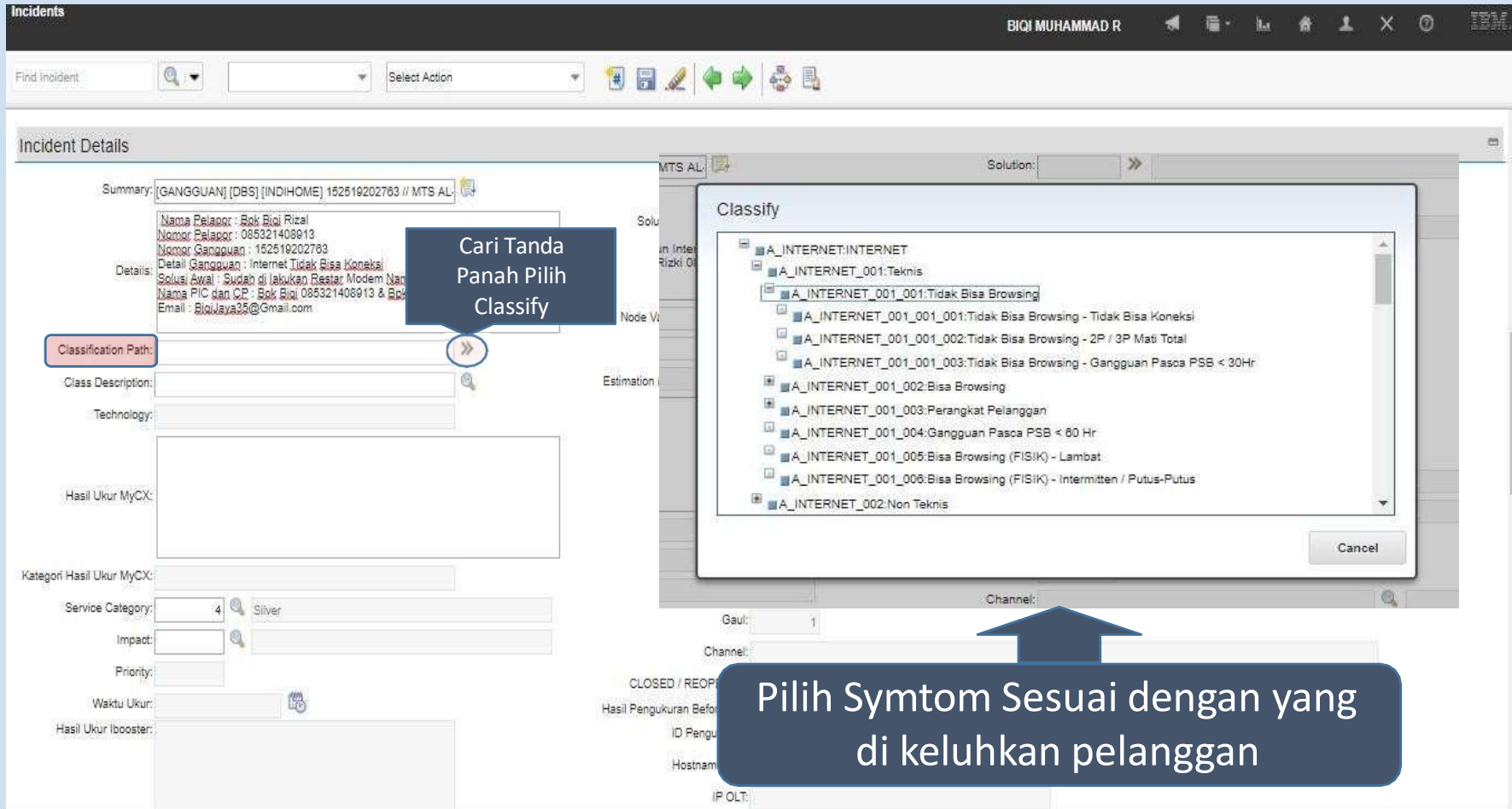
Waktu Ukur: [ ]

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 symptom sesuai keluhan pelanggan



The screenshot displays the NOSSA incident management interface. On the left, the 'Incident Details' form is visible, with the 'Classification Path' field highlighted. A blue callout box with a double arrow points to this field, containing the text 'Cari Tanda Panah Pilih Classify'. On the right, the 'Classify' dialog box is open, showing a tree structure of symptoms. A blue callout box with a double arrow points to the 'A\_INTERNET\_001\_001: Tidak Bisa Browsing' symptom, containing the text 'Pilih Syptom Sesuai dengan yang di keluhkan pelanggan'. The background shows the incident details for a customer named 'Bok Biqi Rizal' with a complaint about internet connectivity issues.

Incidents

Find Incident

Select Action

Incident Details

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

Details:

Nama Pelapor: Bok Biqi Rizal  
Nomor Pelapor: 085321408913  
Nomor Gangguan: 152519202763  
Detail Gangguan: Internet Tidak Bisa Koneksi  
Solusi Awal: Sudah di lakukan Restart Modem Npa  
Nama PIC dan CP: Bok Biqi 085321408913 & Bok Biqi  
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:

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) - Intermiten / Putus-Putus
    - A\_INTERNET\_002:Non Teknis

Channel:

Gaul: 1

Channel:

CLOSED / REOPEN

Hasil Pengukuran Before

ID Pengukuran

Hostname

IP OLT:



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

Summary: [GANGGUAN] [DBS] [INDIHOME] 152519202783 // MTS AL

Nama Pelapor: Bpk Biqi Rizal  
 Nomor Pelapor: 085321408913  
 Nomor Gangguan: 152519202783

Detail: Detail Gangguan: Internet Tidak Bisa Koneksi  
 Solusi Awal: Sudah di lakukan Restart Modem Namun Internet Masih Berkendala  
 Nama PIC dan CR: Bpk Biqi 085321408913 & Bpk Biqi 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] 152519202783 // MTS AL

Nama Pelapor: Bpk Biqi Rizal  
 Nomor Pelapor: 085321408913  
 Nomor Gangguan: 152519202783

Detail: Detail Gangguan: Internet Tidak Bisa Koneksi  
 Solusi Awal: Sudah di lakukan Restart Modem Namun Internet Masih Berkendala  
 Nama PIC dan CR: Bpk Biqi 085321408913 & Bpk Biqi 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: BMR290891

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:

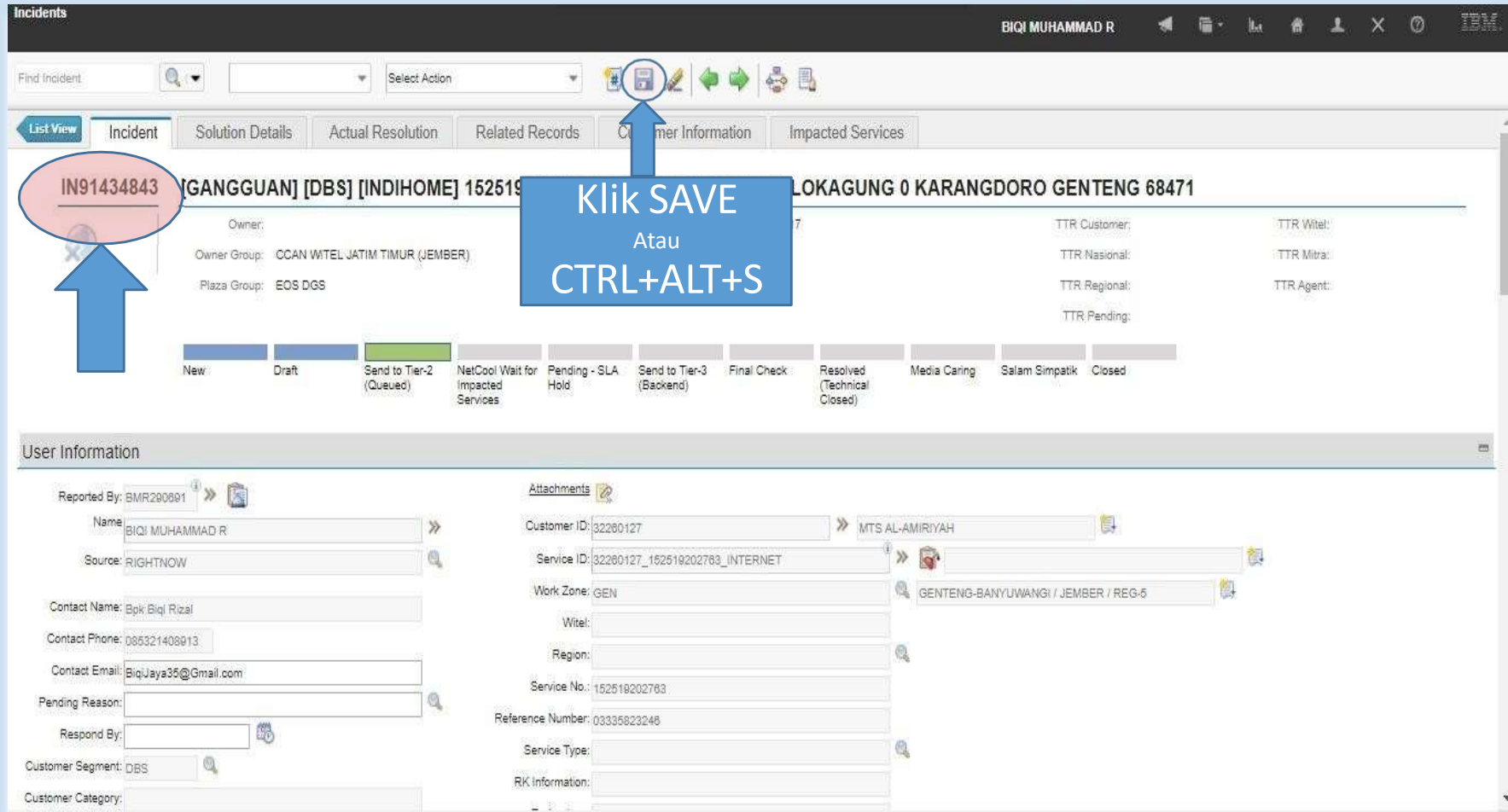
Cluster ID:

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] [Icons]

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

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

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

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

**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: BMR200891 [Icon]

Name: BIQI MUHAMMAD R [Icon]

Source: RIGHTNOW [Icon]

Contact Name: Bpk Biqi Rizal [Icon]

Contact Phone: 085321408913 [Icon]

Contact Email: BiqJaya35@Gmail.com [Icon]

Pending Reason: [Icon]

Respond By: [Icon]

Customer Segment: DBS [Icon]

Customer Category: [Icon]

**Attachments** [Icon]

Customer ID: 32260127 [Icon] MTS AL-AMIRIYAH [Icon]

Service ID: 32260127\_152519202763\_INTERNET [Icon]

Work Zone: GEN [Icon]

Witel: [Icon]

Region: [Icon]

Service No.: 152519202763 [Icon]

Reference Number: 03335823246 [Icon]

Service Type: [Icon]

RK Information: [Icon]

GENTENG-BANYUWANGI / JEMBER / REG-5 [Icon]

# 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**

