

TIDAK BISA NOMOR TERTENTU

EKSEKUSI :

CHECK DOSIER PELANGGAN DI MYCX

- Jika Dosier pelanggan Incoming Only, maka edukasi bahwa layanan telpn hanya bisa terima saja (FCR YES, Input Irma dan Incident FCR YES)
- Jika Dosier pelanggan saluran dua arah, maka lanjut eksekusi berikutnya.

CHECK VOICE di ACSIS

1. Masukkan jastel klik CEK
2. Klik Check Voice
3. Pastikan Status Registered Telp (Phone 1 atau Phone 2)
4. Muncul tombol FIX Voice, Klik

The screenshot shows the ACSIS TOPOLOGY page. At the top, there is a network diagram with components: RADIUS, BRAS, METRO-E, AKSES, OLT, ODC, ODP, and ONT. Below the diagram is a table with columns: Customer, ONT, STB, OLT, Check Voice, Usage PCRF, Last Five Usage, Last Usage Minutools, Last Usage IPTV, User Online Node, History Action, and Panduan Solusi. The 'Check Voice' tab is selected. Below the table, there is a section for 'VOICE 1' with fields for PHONE NUMBER, STATUS, and PLATFORM VOICE. The 'ACTION' column has a 'FIX VOICE' button.

VOICE 1	NETWORK ELEMENT	ACTION
PHONE NUMBER : 0294383500	STATUS NE VOICE 1 : NOT REGISTERED	FIX VOICE
STATUS : NOT REGISTERED	BILLING	
PLATFORM VOICE : IMS	STATUS ISOLIR :	

The screenshot shows the ACSIS TOPOLOGY page with a confirmation dialog box. The dialog box has the text: 'acs-ibooster.telkom.co.id says', 'Klik "OK" jika anda setuju akan melakukan perbaikan voice', and buttons for 'OK' and 'Cancel'. The 'FIX VOICE' button in the table below is highlighted with a mouse cursor.

VOICE 1	NETWORK ELEMENT	ACTION
PHONE NUMBER : 0294383500	STATUS NE VOICE 1 : NOT REGISTERED	FIX VOICE
STATUS : NOT REGISTERED	BILLING	
PLATFORM VOICE : IMS	STATUS ISOLIR :	

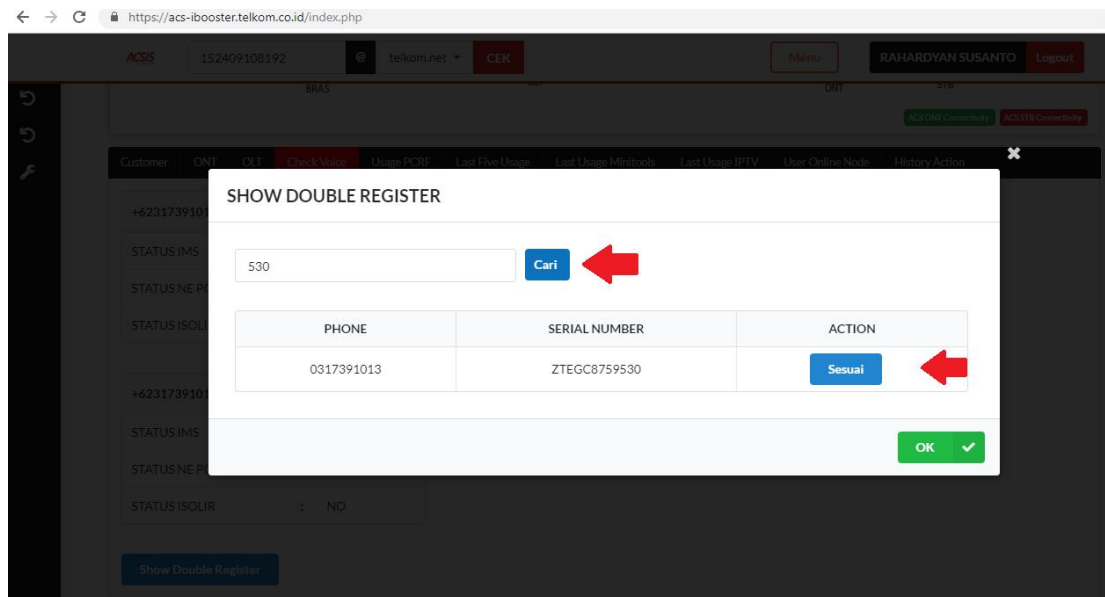
5. Lanjut cek Double Register

DOUBLE REGISTER

- Muncul, klik show double register.
- Masukkan 3 digit SN terakhir ONT.
- Klik Cari
- Klik Sesuai

The screenshot shows the ACSIS web interface. At the top, there's a header with 'ACIS', a user ID '152409108192', a 'telkom.net' logo, and a 'CEK' button. A 'Menu' button and a 'Logout' button are also visible. Below the header is a network diagram showing the flow from RADIUS to BRAS, then to METRO-E, AKSES, OLT, ODC, ODP, and finally to ONT and STB. Below the diagram is a navigation bar with tabs: 'Customer', 'ONT', 'OLT', 'Check Voice' (highlighted with a red box), 'Usage PCRF', 'Last Five Usage', 'Last Usage Minitools', 'Last Usage IPTV', 'User Online Node', and 'History Action'. The main content area displays two customer records. The first record is for phone number '+62317391013' and shows 'STATUS IMS : REGISTERED', 'STATUS NE POTS 1 : REGISTERED', and 'STATUS ISOLIR : NO'. The second record is for phone number '+62317391014' and shows 'STATUS IMS : REGISTERED', 'STATUS NE POTS 2 : REGISTERED', and 'STATUS ISOLIR : NO'. At the bottom of the main content area, there is a 'Show Double Register' button, which is pointed to by a red arrow.

The screenshot shows the ACSIS web interface with a 'SHOW DOUBLE REGISTER' dialog box open. The dialog box has a title bar with a close button (X). Inside the dialog box, there is a text input field labeled 'Masukkan 3 Digit Terakhir Serial Number ONT' and a 'Cari' button. Below the input field, there is an 'OK' button with a green checkmark. The background of the web interface is dimmed, showing the same navigation bar and customer records as the previous screenshot.



- Jika gagal, lanjut edukasi

EDUKASI :

- Coba ganti pesawat telp lain (Apabila pelanggan mempunyai pesawat tlpn cadangan)
- Jika Bisa :
 - FCR, Input Irma dan Incident FCR YES
- Jika Tidak Bisa :
 - Jika masih gagal, lanjut ESKALASI

ESKALASI :

Pilihan Symptom :

Jaringan Tidak Layak - Fiber - Tidak bisa menghubungi/dihubungi nomor tertentu (Submit)

Note : Pada laporan cantumkan nomor tujuan.