

Lampiran B.1 *Services Level Agreement (SLA) Report*

Ticket_Number	Serial_Number	model_name	Branch_Customer_Name	City_Name	Branch	Work_Status	Problem_Type	CreateAt	Engineer_Name	sla
JOB17060033	SMF00005	MF 8300	PT Amar Tri	Tangerang	1212	Arrived	Corrective Maintenance	15/07/2017 16.27	Kesang Sugianto JR	2769
JOB17060040	SMF00005	MF 8300	PT Amar Tri	Tangerang	1212	Arrived	Preventive Maintenance	21/07/2017 07.53	Kesang Sugianto JR	0
JOB17060047	RMW178055	MF 5980DW	PT Amar Tri	Tangerang	1212	Closed	New Installation	24/07/2017 07.39	Kesang Sugianto JR	2
JOB17060052	RMW178055	MF 5980DW	PT Amar Tri	Tangerang	1212	Arrived	Preventive Maintenance	27/07/2017 09.51	Kesang Sugianto JR	0