

[ANEXO 6]

Macro Utilizada Para El Análisis De Los Trouble Tickets De Fallas CANTV

Fallas En RBS:

Case ID+	Type*	Item*	Fecha Inicio Falla	Fecha Fin Falla	Status*	Priority*
HD0000000207467	CANTV	TARJETA PAIRGAIN	01/02/2007 1:05	01/02/2007 8:20	Resolved	High
HD0000000209182	CANTV	ADS	03/02/2007 6:40	03/02/2007 8:30	Resolved	High
HD0000000209187	CANTV	ADS	03/02/2007 7:05	03/02/2007 10:28	Resolved	High
HD0000000210253	CANTV	EQUIPOS PDH	05/02/2007 13:32	05/02/2007 16:10	Resolved	High
HD0000000210693	CANTV	ANILLO SDH	06/02/2007 6:00	06/02/2007 8:25	Resolved	High
HD0000000211417	CANTV	GESTION EN EQUIPOS SDH	06/02/2007 18:22	06/02/2007 20:00	Resolved	High
HD0000000214335	CANTV	ALIMENTACION ELECTRICA	09/02/2007 21:36	09/02/2007 23:55	Resolved	High
HD0000000214431	CANTV	TARJETA PAIRGAIN	10/02/2007 10:16	10/02/2007 12:14	Resolved	High
HD0000000215153	CANTV	EQUIPOS PDH	12/02/2007 4:15	12/02/2007 22:30	Resolved	High
HD0000000215159	CANTV	EQUIPOS PDH	12/02/2007 6:30	12/02/2007 7:10	Resolved	Urgent
HD0000000216062	CANTV	ADS	12/02/2007 22:54	19/02/2007 1:06	Resolved	Urgent
HD0000000216802	CANTV	EQUIPOS PDH	13/02/2007 16:15	13/02/2007 17:57	Resolved	High
HD0000000216879	CANTV	RADIO	13/02/2007 16:53	13/02/2007 17:24	Resolved	Urgent
HD0000000217504	CANTV	RADIO	14/02/2007 11:57	14/02/2007 16:57	Resolved	Urgent
HD0000000218483	CANTV	CORTE DE FIBRA OPTICA	15/02/2007 10:22	15/02/2007 10:44	Resolved	Urgent
HD0000000218838	CANTV	MUX	15/02/2007 18:44	15/02/2007 22:56	Resolved	High
HD0000000218981	CANTV	ALIMENTACION ELECTRICA	16/02/2007 5:00	16/02/2007 9:04	Resolved	High
HD0000000218995	CANTV	ALIMENTACION ELECTRICA	16/02/2007 6:22	16/02/2007 8:18	Resolved	High
HD0000000220174	CANTV	ADS	18/02/2007 1:58	18/02/2007 7:38	Resolved	Urgent
HD0000000220208	CANTV	EQUIPOS PDH	18/02/2007 6:25	18/02/2007 7:30	Resolved	High
HD0000000220396	CANTV	MUX	18/02/2007 21:05	19/02/2007 5:30	Resolved	Medium
HD0000000220420	CANTV	ADS	19/02/2007 5:50	19/02/2007 7:30	Resolved	High
HD0000000220880	CANTV	GESTION EN EQUIPOS SDH	20/02/2007 7:20	20/02/2007 12:05	Resolved	High
HD0000000221227	CANTV	CONECTORES	21/02/2007 11:55	21/02/2007 15:29	Resolved	High
HD0000000221875	CANTV	CONECTORES	22/02/2007 10:02	22/02/2007 12:00	Resolved	High
HD0000000223954	CANTV	TARJETA PAIRGAIN	25/02/2007 12:51	25/02/2007 14:43	Resolved	High
HD0000000224037	CANTV	EQUIPOS PDH	25/02/2007 16:57	25/02/2007 17:49	Resolved	High
HD0000000224133	CANTV	ADS	26/02/2007 3:06	26/02/2007 4:25	Resolved	High
HD0000000224853	CANTV	EQUIPOS PDH	26/02/2007 20:20	27/02/2007 10:20	Resolved	High
HD0000000224933	CANTV	EQUIPOS PDH	27/02/2007 6:40	27/02/2007 10:29	Resolved	High
HD0000000225074	CANTV	ADS	27/02/2007 10:15	28/02/2007 10:17	Resolved	High
HD0000000226124	CANTV	GESTION EN EQUIPOS SDH	28/02/2007 14:50	28/02/2007 15:20	Resolved	High
HD0000000226212	CANTV	TARJETA PAIRGAIN	28/02/2007 15:34	28/02/2007 18:00	Resolved	High
HD0000000226296	CANTV	GESTION EN EQUIPOS SDH	28/02/2007 17:20	28/02/2007 18:17	Resolved	High
HD0000000226481	CANTV	CONECTORES	01/03/2007 2:50	01/03/2007 3:53	Resolved	High
HD0000000226509	CANTV	CABLEADO	01/03/2007 4:15	01/03/2007 7:10	Resolved	High
HD0000000226955	CANTV	TARJETA PAIRGAIN	01/03/2007 15:37	01/03/2007 18:05	Resolved	High

Case ID+	Type*	Item*	Fecha Inicio Falla	Fecha Fin Falla	Status*	Priority*
HD0000000227014	CANTV	CABLEADO	01/03/2007 16:10	01/03/2007 19:25	Resolved	High
HD0000000227243	CANTV	GESTION EN EQUIPOS SDH	01/03/2007 21:25	02/03/2007 17:15	Resolved	High
HD0000000228007	CANTV	EQUIPOS PDH	03/03/2007 10:32	03/03/2007 14:30	Resolved	High
HD0000000228158	CANTV	TARJETA PAIRGAIN	03/03/2007 13:30	03/03/2007 15:30	Resolved	High
HD0000000228484	CANTV	ADS	04/03/2007 10:05	04/03/2007 13:05	Resolved	High
HD0000000228698	CANTV	GESTION EN EQUIPOS SDH	05/03/2007 9:01	05/03/2007 13:28	Resolved	High
HD0000000229199	CANTV	ANILLO SDH	05/03/2007 16:35	05/03/2007 17:19	Resolved	High
HD0000000230261	CANTV	EQUIPOS PDH	07/03/2007 6:31	07/03/2007 7:13	Resolved	Urgent
HD0000000231171	CANTV	CORTE DE FIBRA OPTICA	08/03/2007 9:15	08/03/2007 11:55	Resolved	Urgent
HD0000000231981	CANTV	ALIMENTACION ELECTRICA	09/03/2007 4:31	09/03/2007 6:40	Resolved	High
HD0000000232267	CANTV	ADS	09/03/2007 11:33	09/03/2007 20:30	Resolved	High
HD0000000233031	CANTV	GESTION EN EQUIPOS SDH	10/03/2007 13:40	10/03/2007 16:55	Resolved	High
HD0000000233207	CANTV	GESTION EN EQUIPOS SDH	10/03/2007 17:50	10/03/2007 18:20	Resolved	High
HD0000000236407	CANTV	EQUIPOS PDH	15/03/2007 10:14	15/03/2007 15:30	Resolved	High
HD0000000236707	CANTV	GESTION EN EQUIPOS SDH	15/03/2007 14:23	15/03/2007 15:17	Resolved	Urgent
HD0000000236925	CANTV	ADS	15/03/2007 14:23	15/03/2007 17:34	Resolved	Urgent
HD0000000238634	CANTV	GESTION EN EQUIPOS SDH	17/03/2007 18:50	17/03/2007 19:49	Resolved	High
HD0000000238684	CANTV	ADS	17/03/2007 21:38	17/03/2007 21:38	Resolved	High
HD0000000238709	CANTV	RADIO	18/03/2007 4:36	18/03/2007 15:30	Resolved	High
HD0000000239390	CANTV	CORTE DE FIBRA OPTICA	19/03/2007 13:50	19/03/2007 16:50	Resolved	Urgent
HD0000000243126	CANTV	ANILLO SDH	22/03/2007 21:58	23/03/2007 0:22	Resolved	Urgent
HD0000000244390	CANTV	CORTE DE FIBRA OPTICA	24/03/2007 9:40	24/03/2007 12:33	Resolved	Urgent
HD0000000244260	CANTV	CORTE DE FIBRA OPTICA	24/03/2007 9:40	24/03/2007 13:50	Resolved	Urgent
HD0000000244877	CANTV	BANCO DE BATERIAS	25/03/2007 1:41	25/03/2007 7:56	Resolved	High
HD0000000245240	CANTV	ADS	25/03/2007 12:52	25/03/2007 19:18	Resolved	High
HD0000000246722	CANTV	RADIO	27/03/2007 7:52	27/03/2007 8:10	Resolved	High
HD0000000247188	CANTV	CABLEADO	27/03/2007 13:32	27/03/2007 13:56	Resolved	High
HD0000000247257	CANTV	CORTE DE FIBRA OPTICA	27/03/2007 14:21	27/03/2007 15:42	Resolved	High
HD0000000247278	CANTV	CABLEADO	27/03/2007 14:40	28/03/2007 11:30	Resolved	Urgent
HD0000000247819	CANTV	CONECTORES	27/03/2007 23:50	28/03/2007 6:00	Resolved	High
HD0000000248542	CANTV	CONECTORES	28/03/2007 11:36	28/03/2007 12:35	Resolved	High
HD0000000249108	CANTV	CORTE DE FIBRA OPTICA	29/03/2007 10:30	29/03/2007 14:17	Resolved	Urgent
HD0000000249986	CANTV	CONECTORES	30/03/2007 1:30	30/03/2007 13:10	Resolved	High
HD0000000250031	CANTV	TARJETA PAIRGAIN	30/03/2007 6:00	30/03/2007 11:15	Resolved	High
HD0000000250843	CANTV	GESTION EN EQUIPOS SDH	30/03/2007 17:50	31/03/2007 8:00	Resolved	High

Case ID+	Type*	Item*	Fecha Inicio Falla	Fecha Fin Falla	Status*	Priority*
HD0000000251498	CANTV	ADS	31/03/2007 14:47	31/03/2007 21:10	Resolved	High
HD0000000252066	CANTV	TARJETA PAIRGAIN	02/04/2007 5:17	02/04/2007 6:33	Resolved	High
HD0000000252751	CANTV	GESTION EN EQUIPOS SDH	02/04/2007 15:15	02/04/2007 20:00	Resolved	High
HD0000000253545	CANTV	TARJETA PAIRGAIN	03/04/2007 12:55	03/04/2007 14:10	Resolved	High
HD0000000253665	CANTV	RADIO	03/04/2007 14:15	03/04/2007 15:11	Resolved	High
HD0000000253831	CANTV	CORTE DE FIBRA OPTICA	03/04/2007 15:20	03/04/2007 22:53	Resolved	High
HD0000000255283	CANTV	ANILLO SDH	06/04/2007 11:00	07/04/2007 12:02	Resolved	Urgent
HD0000000255532	CANTV	RADIO	07/04/2007 14:30	07/04/2007 18:00	Resolved	High
HD0000000255673	CANTV	RADIO	08/04/2007 9:25	08/04/2007 10:21	Resolved	High
HD0000000256047	CANTV	CORTE DE FIBRA OPTICA	09/04/2007 11:07	39181.49306	Resolved	Urgent
HD0000000256490	CANTV	MUX	09/04/2007 12:00	39181.68909	Resolved	High
HD0000000256856	CANTV	RADIO	09/04/2007 20:38	39181.9169	Resolved	High
HD0000000257527	CANTV	RADIO	10/04/2007 15:32	10/04/2007 16:10	Resolved	High
HD0000000258585	CANTV	RADIO	11/04/2007 14:49	15/04/2007 11:19	Resolved	Low
HD0000000259093	CANTV	TARJETA PAIRGAIN	11/04/2007 22:27	12/04/2007 9:15	Resolved	High
HD0000000259105	CANTV	CABLEADO	11/04/2007 23:37	12/04/2007 0:25	Resolved	High
HD0000000263480	CANTV	CABLEADO	16/04/2007 20:20	17/04/2007 0:23	Resolved	Medium
HD0000000263695	CANTV	CONECTORES	17/04/2007 10:30	17/04/2007 17:00	Resolved	High
HD0000000264947	CANTV	AIRE ACONDICIONADO	18/04/2007 13:35	18/04/2007 18:41	Resolved	Medium
HD0000000265783	CANTV	ADS	19/04/2007 13:31	19/04/2007 18:30	Resolved	High
HD0000000266919	CANTV	AIRE ACONDICIONADO	20/04/2007 22:23	20/04/2007 23:00	Resolved	High
HD0000000267304	CANTV	ADS	21/04/2007 13:27	21/04/2007 17:56	Resolved	High
HD0000000267602	CANTV	RADIO	21/04/2007 21:21	22/04/2007 2:40	Resolved	High
HD0000000268324	CANTV	CONECTORES	23/04/2007 13:00	23/04/2007 14:30	Resolved	High
HD0000000269925	CANTV	CORTE DE FIBRA OPTICA	24/04/2007 21:49	25/04/2007 7:14	Resolved	Urgent
HD0000000270735	CANTV	CONECTORES	25/04/2007 16:18	25/04/2007 17:05	Resolved	Medium
HD0000000272097	CANTV	CABLEADO	26/04/2007 18:20	27/04/2007 12:30	Resolved	High
HD0000000272158	CANTV	RADIO	26/04/2007 21:25	26/04/2007 22:00	Resolved	High
HD0000000272233	CANTV	ADS	27/04/2007 6:30	27/04/2007 6:43	Resolved	High
HD0000000273245	CANTV	MUX	27/04/2007 19:00	28/04/2007 8:10	Resolved	High
HD0000000273182	CANTV	MUX	27/04/2007 19:00	28/04/2007 11:48	Resolved	High
HD0000000273895	CANTV	EQUIPOS PDH	29/04/2007 1:50	29/04/2007 5:40	Resolved	High
HD0000000275013	CANTV	ANILLO SDH	30/04/2007 18:40	30/04/2007 20:00	Resolved	High

Fallas En MSC:

Case ID+	Type*	Item*	Fecha Inicio Falla	Fecha Fin Falla	Status*	Priority*
HD0000000210758	CANTV	GESTION EN EQUIPOS SDH	06/02/2007 9:10	06/02/2007 10:50	Resolved	High
HD0000000210959	CANTV	EQUIPOS PDH	06/02/2007 11:08	06/02/2007 12:10	Resolved	Low
HD0000000218979	CANTV	ALIMENTACION ELECTRICA	16/02/2007 5:25	16/02/2007 9:04	Resolved	High
HD0000000221125	CANTV	RADIO	21/02/2007 10:05	06/03/2007 9:53	Resolved	High
HD0000000223058	CANTV	GESTION EN EQUIPOS SDH	23/02/2007 15:02	03/03/2007 15:15	Resolved	Medium
HD0000000223986	CANTV	ANILLO SDH	24/02/2007 10:17	24/02/2007 14:24	Resolved	High
HD0000000223989	CANTV	ALIMENTACION ELECTRICA	25/02/2007 14:19	25/02/2007 14:54	Resolved	High
HD0000000225623	CANTV	ANILLO SDH	27/02/2007 18:40	27/02/2007 20:17	Resolved	High
HD0000000228281	CANTV	RADIO	01/03/2007 4:15	01/03/2007 7:10	Resolved	High
HD0000000228360	CANTV	CABLEADO	02/03/2007 12:55	03/03/2007 15:15	Resolved	High
HD0000000231041	CANTV	ANILLO SDH	07/03/2007 22:11	08/03/2007 0:30	Resolved	High
HD0000000233434	CANTV	EQUIPOS PDH	11/03/2007 18:30	11/03/2007 19:42	Resolved	High
HD0000000234772	CANTV	ANILLO SDH	13/03/2007 12:55	14/04/2007 17:00	Resolved	High
HD0000000235850	CANTV	ANILLO SDH	13/03/2007 12:55	14/04/2007 17:00	Resolved	High
HD0000000236009	CANTV	CORTE DE FIBRA OPTICA	13/03/2007 16:00	14/03/2007 0:30	Resolved	Urgent
HD0000000237651	CANTV	CORTE DE FIBRA OPTICA	16/03/2007 9:15	17/03/2007 5:30	Resolved	Urgent
HD0000000238477	CANTV	CABLEADO	17/03/2007 13:00	17/03/2007 14:13	Resolved	Low
HD0000000244124	CANTV	RADIO	23/03/2007 21:05	23/03/2007 21:25	Resolved	High
HD0000000246025	CANTV	RADIO	24/03/2007 5:00	24/03/2007 5:30	Resolved	High
HD0000000248989	CANTV	EQUIPOS PDH	26/03/2007 12:00	26/03/2007 16:50	Resolved	High
HD0000000248990	CANTV	EQUIPOS PDH	29/03/2007 4:00	29/03/2007 9:05	Resolved	High
HD0000000252764	CANTV	CORTE DE FIBRA OPTICA	02/04/2007 12:30	02/04/2007 21:53	Resolved	Urgent
HD0000000255551	CANTV	CORTE DE FIBRA OPTICA	07/04/2007 11:00	07/04/2007 23:30	Resolved	Urgent
HD0000000260619	CANTV	CABLEADO	09/04/2007 15:10	09/04/2007 18:00	Resolved	Low
HD0000000262334	CANTV	GESTION EN EQUIPOS SDH	16/04/2007 2:59	16/04/2007 3:15	Resolved	Urgent
HD0000000263486	CANTV	ANILLO SDH	17/04/2007 3:00	17/04/2007 9:15	Resolved	High
HD0000000266508	CANTV	RADIO	20/04/2007 14:20	20/04/2007 14:45	Resolved	High