



# B K Infotech

**Regd. Office :** B K InfoTech Basement No 003, Dattani Trade Center Near BMC Office Chandavarkar Road, Borivali West Mumbai - 92  
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|                                       |  |                          |                            |            |        |
|---------------------------------------|--|--------------------------|----------------------------|------------|--------|
| <b>Service Status Details : BK860</b> |  |                          |                            |            |        |
| <b>Priority :</b>                     | High   |                          |                            |            |        |
| <b>Created By :</b>                   | Admin - Kalpesh Jain   |                          |                            |            |        |
| <b>Complaint Mob. No. :</b>           | 9867975728   |                          |                            |            |        |
| <b>Technician Name :</b>              | Dhiraj Mane Mane   |                          | <b>Technician Mobile :</b> | 9930953373 |        |
| <b>Ticket Type :</b>                  | Complain   | <b>Date &amp; Time :</b> | 29-08-2019 05:29:46        |            |        |
| <b>Vendor Details :</b>               |  |                          |                            |            |        |
| Company Name/Client Name :            | Jetfreight Logistic Ltd  | Customer's Mobile :      | 9867975728                 | Name :     | Bharat |
| <b>Address :</b>                      |  |                          |                            |            |        |
| Mumbai , , , , Maharashtra            |  |                          |                            |            |        |
| <b>AMC Details :</b>                  |  |                          |                            |            |        |
| Expiry Date :                         | 01-01-1970 05:30:00  |                          | Type :                     |            |        |
| <b>Product Name :</b>                 | printer issue  |                          |                            |            |        |
| <b>Complain :</b>                     | gloxy paper + bond paper +   |                          |                            |            |        |
| <b>Technician Comment :</b>           | Call Assigned : Ruchi Madam Comp Name : Jet Freight Work : Epson printer Red Colour Issue Status : Glossy paper red Color proper printing But Bond & Sticker paper Light red Colour Printing So this call under Observation Printer Model : Epson L3150 wifi Challan Sign By user : Bharat Poojari |                          |                            |            |        |
| <b>Complain Operator :</b>            | Desktop - Kalpesh Jain   |                          |                            |            |        |
| <b>Remark :</b>                       | Call Assigned : Ruchi Madam Comp Name : Jet Freight Work : Epson printer Red Colour Issue Status : Glossy paper red Color proper printing But Bond & Sticker paper Light red Colour Printing So this call under Observation Printer Model : Epson L3150 wifi Challan Sign By user : Bharat Poojari |                          |                            |            |        |

|                                   |                        |                    |  |   |   |
|-----------------------------------|------------------------|--------------------|--|---|---|
| Status History :                  |                        |                    |  |   |   |
|                                   | Date Time              | Technician Name    | Status   | Remark  | Sign  |
|                                   | 30-08-2019<br>05:25:55 | Dhiraj<br>ManeMane | Work<br>Pending  | Call Assigned : Ruchi Madam Comp<br>Name : Jet Freight Work : Epson printer<br>Red Colour Issue Status : Glossy paper<br>red Color proper printing But Bond &<br>Sticker paper Light red Colour Printing<br>So this call under Observation Printer<br>Model : Epson L3150 wifi Challan Sign<br>By user : Bharat Poojari                                   |  |
|                                   | 29-08-2019<br>08:22:54 | Dhiraj<br>ManeMane | Client<br>Side   | On site reach Time : 6:30 Pm Call<br>Assigned :Ruchi Madam Comp Name Jet<br>Freight User Name : Nobert Or Bharat<br>Work : Epson printer printing issue<br>Status : Pending Because User not<br>Available in office. I called Nobert sir &<br>He told me Today's Not Possible<br>Because concern person Not Available<br>when you come first call & Come. |  |
|                                   | 29-08-2019<br>05:29:47 | Dhiraj<br>ManeMane | New  |   | -   |
| Previous<br>Complain<br>History : |                        |                    |  |   |   |
|                                   | Date Time              | Technician Name    | Remark   |   |   |
|                                   | 24-10-2019 02:42:21    | ShubhamBhojne      |  |   |   |
|                                   | 26-09-2019 12:50:14    | Mayur Pitale       | essl machin and software how to opret brifed to dipen bhai |   |   |