

# digital technical company

Regd. Office :  
Support : | W :  
E : maheshwaripooja090@gmail.com

| <b>Service Status Details : TRI2</b>       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |                            |            |              |           |                 |        |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------|------------|--------------|-----------|-----------------|--------|--------|------|---------------------|-------------------|-------------|--|---|---------------------|-------------------|--------------|--|---|---------------------|-------------------|-----------------|--|---|---------------------|-------------------|-------------|--|---|---------------------|-------------------|--------------|--|---|---------------------|-------------------|-----|--|---|---------------------|-------------------|-----|--|---|
| <b>Priority :</b>                          | High                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                          |                            |            |              |           |                 |        |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |
| <b>Created By :</b>                        | Admin - maheshwari                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                          |                            |            |              |           |                 |        |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |
| <b>Complaint Mob. No. :</b>                | 8087644564                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                          |                            |            |              |           |                 |        |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |
| <b>Technician Name :</b>                   | Mihir Mehta Mehta                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                          | <b>Technician Mobile :</b> | 9594959495 |              |           |                 |        |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |
| <b>Ticket Type :</b>                       | New Installation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>Date &amp; Time :</b> | 30-01-2020 04:35:17        |            |              |           |                 |        |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |
| <b>Vendor Details :</b>                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |                            |            |              |           |                 |        |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |
| Company Name/Client Name :                 | Arihant Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Customer's Mobile :      | 8087644564                 | Name :     | Bhavesh Vora |           |                 |        |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |
| <b>Address :</b>                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |                            |            |              |           |                 |        |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |
| Mumbai , S.V road , , 400009 , Maharashtra |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |                            |            |              |           |                 |        |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |
| <b>AMC Details :</b>                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |                            |            |              |           |                 |        |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |
| Expiry Date :                              | 01-01-1970 05:30:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                          | Type :                     |            |              |           |                 |        |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |
| <b>Product Name :</b>                      | Voltas AC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |                            |            |              |           |                 |        |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |
| <b>Complain :</b>                          | New installation Voltas AC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                          |                            |            |              |           |                 |        |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |
| <b>Technician Comment :</b>                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |                            |            |              |           |                 |        |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |
| <b>Complain Operator :</b>                 | Desktop - maheshwari                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                          |                            |            |              |           |                 |        |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |
| <b>Remark :</b>                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |                            |            |              |           |                 |        |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |
| <b>Status History :</b>                    | <table><thead><tr><th>Date Time</th><th>Technician Name</th><th>Status</th><th>Remark</th><th>Sign</th></tr></thead><tbody><tr><td>30-01-2020 04:40:17</td><td>Mihir Mehta Mehta</td><td>Client Side</td><td></td><td>-</td></tr><tr><td>30-01-2020 04:39:59</td><td>Mihir Mehta Mehta</td><td>Work Pending</td><td></td><td>-</td></tr><tr><td>30-01-2020 04:39:43</td><td>Mihir Mehta Mehta</td><td>Awaiting Spares</td><td></td><td>-</td></tr><tr><td>30-01-2020 04:39:29</td><td>Mihir Mehta Mehta</td><td>In Progress</td><td></td><td>-</td></tr><tr><td>30-01-2020 04:39:22</td><td>Mihir Mehta Mehta</td><td>Work Pending</td><td></td><td>-</td></tr><tr><td>30-01-2020 04:38:58</td><td>Mihir Mehta Mehta</td><td>New</td><td></td><td>-</td></tr><tr><td>30-01-2020 04:35:17</td><td>Mihir Mehta Mehta</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                          |                            |            |              | Date Time | Technician Name | Status | Remark | Sign | 30-01-2020 04:40:17 | Mihir Mehta Mehta | Client Side |  | - | 30-01-2020 04:39:59 | Mihir Mehta Mehta | Work Pending |  | - | 30-01-2020 04:39:43 | Mihir Mehta Mehta | Awaiting Spares |  | - | 30-01-2020 04:39:29 | Mihir Mehta Mehta | In Progress |  | - | 30-01-2020 04:39:22 | Mihir Mehta Mehta | Work Pending |  | - | 30-01-2020 04:38:58 | Mihir Mehta Mehta | New |  | - | 30-01-2020 04:35:17 | Mihir Mehta Mehta | New |  | - |
| Date Time                                  | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Status                   | Remark                     | Sign       |              |           |                 |        |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |
| 30-01-2020 04:40:17                        | Mihir Mehta Mehta                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Client Side              |                            | -          |              |           |                 |        |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |
| 30-01-2020 04:39:59                        | Mihir Mehta Mehta                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Work Pending             |                            | -          |              |           |                 |        |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |
| 30-01-2020 04:39:43                        | Mihir Mehta Mehta                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Awaiting Spares          |                            | -          |              |           |                 |        |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |
| 30-01-2020 04:39:29                        | Mihir Mehta Mehta                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | In Progress              |                            | -          |              |           |                 |        |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |
| 30-01-2020 04:39:22                        | Mihir Mehta Mehta                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Work Pending             |                            | -          |              |           |                 |        |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |
| 30-01-2020 04:38:58                        | Mihir Mehta Mehta                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | New                      |                            | -          |              |           |                 |        |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |
| 30-01-2020 04:35:17                        | Mihir Mehta Mehta                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | New                      |                            | -          |              |           |                 |        |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |
| <b>Previous Complain History :</b>         | <table><thead><tr><th>Date Time</th><th>Technician Name</th><th>Remark</th></tr></thead></table>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                          |                            |            |              | Date Time | Technician Name | Remark |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |
| Date Time                                  | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Remark                   |                            |            |              |           |                 |        |        |      |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |                 |  |   |                     |                   |             |  |   |                     |                   |              |  |   |                     |                   |     |  |   |                     |                   |     |  |   |