

# B K Infotech

**Regd. Office :** B K InfoTech Basement No 003, Dattani Trade Center Near BMC Office Chandavarkar Road, Borivali West Mumbai - 92  
**Support :** | **W :** <http://www.bkinfotech.in>  
**E :** [kalpesh@bkinfotech.in](mailto:kalpesh@bkinfotech.in)

| <b>Service Status Details : BK1043</b> |                                                                                                                                                                                                                                                                                                                                        |                                                                              |                            |            |             |           |                 |        |                     |                  |                     |                     |               |                                                                              |   |                     |              |     |  |   |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|----------------------------|------------|-------------|-----------|-----------------|--------|---------------------|------------------|---------------------|---------------------|---------------|------------------------------------------------------------------------------|---|---------------------|--------------|-----|--|---|
| <b>Priority :</b>                      | High                                                                                                                                                                                                                                                                                                                                   |                                                                              |                            |            |             |           |                 |        |                     |                  |                     |                     |               |                                                                              |   |                     |              |     |  |   |
| <b>Created By :</b>                    | Admin - Kalpesh Jain                                                                                                                                                                                                                                                                                                                   |                                                                              |                            |            |             |           |                 |        |                     |                  |                     |                     |               |                                                                              |   |                     |              |     |  |   |
| <b>Complaint Mob. No. :</b>            | 9867066689                                                                                                                                                                                                                                                                                                                             |                                                                              |                            |            |             |           |                 |        |                     |                  |                     |                     |               |                                                                              |   |                     |              |     |  |   |
| <b>Technician Name :</b>               | Mayur Pitale                                                                                                                                                                                                                                                                                                                           |                                                                              | <b>Technician Mobile :</b> | 9136841703 |             |           |                 |        |                     |                  |                     |                     |               |                                                                              |   |                     |              |     |  |   |
| <b>Ticket Type :</b>                   | Complain                                                                                                                                                                                                                                                                                                                               | <b>Date &amp; Time :</b>                                                     | 11-10-2019 10:48:35        |            |             |           |                 |        |                     |                  |                     |                     |               |                                                                              |   |                     |              |     |  |   |
| <b>Vendor Details :</b>                |                                                                                                                                                                                                                                                                                                                                        |                                                                              |                            |            |             |           |                 |        |                     |                  |                     |                     |               |                                                                              |   |                     |              |     |  |   |
| Company Name/Client Name :             | Backend Work                                                                                                                                                                                                                                                                                                                           | Customer's Mobile :                                                          | 9867066689                 | Name :     | Bk Infotech |           |                 |        |                     |                  |                     |                     |               |                                                                              |   |                     |              |     |  |   |
| <b>Address :</b>                       |                                                                                                                                                                                                                                                                                                                                        |                                                                              |                            |            |             |           |                 |        |                     |                  |                     |                     |               |                                                                              |   |                     |              |     |  |   |
| Mumbai , , , Maharashtra               |                                                                                                                                                                                                                                                                                                                                        |                                                                              |                            |            |             |           |                 |        |                     |                  |                     |                     |               |                                                                              |   |                     |              |     |  |   |
| <b>AMC Details :</b>                   |                                                                                                                                                                                                                                                                                                                                        |                                                                              |                            |            |             |           |                 |        |                     |                  |                     |                     |               |                                                                              |   |                     |              |     |  |   |
| <b>Expiry Date :</b>                   | 01-01-1970 05:30:00                                                                                                                                                                                                                                                                                                                    |                                                                              | <b>Type :</b>              |            |             |           |                 |        |                     |                  |                     |                     |               |                                                                              |   |                     |              |     |  |   |
| <b>Product Name :</b>                  | accessories                                                                                                                                                                                                                                                                                                                            |                                                                              |                            |            |             |           |                 |        |                     |                  |                     |                     |               |                                                                              |   |                     |              |     |  |   |
| <b>Complain :</b>                      | harisinghji laptop data backup and formatting tanaz HDD backup in portable Bussniesslead Motherboard check BK -059 Laptop check ki kya issue hai 2 lenovo laptop DOA                                                                                                                                                                   |                                                                              |                            |            |             |           |                 |        |                     |                  |                     |                     |               |                                                                              |   |                     |              |     |  |   |
| <b>Technician Comment :</b>            |                                                                                                                                                                                                                                                                                                                                        |                                                                              |                            |            |             |           |                 |        |                     |                  |                     |                     |               |                                                                              |   |                     |              |     |  |   |
| <b>Complain Operator :</b>             | Desktop - Kalpesh Jain                                                                                                                                                                                                                                                                                                                 |                                                                              |                            |            |             |           |                 |        |                     |                  |                     |                     |               |                                                                              |   |                     |              |     |  |   |
| <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>11-10-2019 10:48:42</td><td>Mayur Pitale</td><td>New</td><td></td><td>-</td></tr><tr><td>11-10-2019 10:48:36</td><td>Mayur Pitale</td><td>New</td><td></td><td>-</td></tr></tbody></table>          |                                                                              |                            |            |             | Date Time | Technician Name | Status | Remark              | Sign             | 11-10-2019 10:48:42 | Mayur Pitale        | New           |                                                                              | - | 11-10-2019 10:48:36 | Mayur Pitale | New |  | - |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                        | Status                                                                       | Remark                     | Sign       |             |           |                 |        |                     |                  |                     |                     |               |                                                                              |   |                     |              |     |  |   |
| 11-10-2019 10:48:42                    | Mayur Pitale                                                                                                                                                                                                                                                                                                                           | New                                                                          |                            | -          |             |           |                 |        |                     |                  |                     |                     |               |                                                                              |   |                     |              |     |  |   |
| 11-10-2019 10:48:36                    | Mayur Pitale                                                                                                                                                                                                                                                                                                                           | New                                                                          |                            | -          |             |           |                 |        |                     |                  |                     |                     |               |                                                                              |   |                     |              |     |  |   |
| <b>Previous Complain History :</b>     | <table><thead><tr><th>Date Time</th><th>Technician Name</th><th>Remark</th></tr></thead><tbody><tr><td>20-12-2019 12:26:27</td><td>GaneshamMudaliar</td><td></td></tr><tr><td>19-12-2019 11:32:02</td><td>ShubhamBhojne</td><td>laptop software install adobe photo shop illasturator and premier pro 3d max</td></tr></tbody></table> |                                                                              |                            |            |             | Date Time | Technician Name | Remark | 20-12-2019 12:26:27 | GaneshamMudaliar |                     | 19-12-2019 11:32:02 | ShubhamBhojne | laptop software install adobe photo shop illasturator and premier pro 3d max |   |                     |              |     |  |   |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                        | Remark                                                                       |                            |            |             |           |                 |        |                     |                  |                     |                     |               |                                                                              |   |                     |              |     |  |   |
| 20-12-2019 12:26:27                    | GaneshamMudaliar                                                                                                                                                                                                                                                                                                                       |                                                                              |                            |            |             |           |                 |        |                     |                  |                     |                     |               |                                                                              |   |                     |              |     |  |   |
| 19-12-2019 11:32:02                    | ShubhamBhojne                                                                                                                                                                                                                                                                                                                          | laptop software install adobe photo shop illasturator and premier pro 3d max |                            |            |             |           |                 |        |                     |                  |                     |                     |               |                                                                              |   |                     |              |     |  |   |