

# B K Infotech

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|                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                          |                            |            |                   |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------|------------|-------------------|
| <b>Service Status Details : BK1004</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                          |                            |            |                   |
| <b>Priority :</b>                      | High                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                          |                            |            |                   |
| <b>Created By :</b>                    | Admin - Kalpesh Jain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                          |                            |            |                   |
| <b>Complaint Mob. No. :</b>            | 9594030262                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                          |                            |            |                   |
| <b>Technician Name :</b>               | Dhiraj Mane Mane                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                          | <b>Technician Mobile :</b> | 9930953373 |                   |
| <b>Ticket Type :</b>                   | Complain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Date &amp; Time :</b> | 25-09-2019 11:46:52        |            |                   |
| <b>Vendor Details :</b>                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                          |                            |            |                   |
| Company Name/Client Name :             | Brijda Impex                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Customer's Mobile :      | 9594030262                 | Name :     | Brijda Impex Ajay |
| <b>Address :</b>                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                          |                            |            |                   |
| Mumbai , , , , Maharashtra             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                          |                            |            |                   |
| <b>AMC Details :</b>                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                          |                            |            |                   |
| Expiry Date :                          | 01-01-1970 05:30:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                          | Type :                     |            |                   |
| <b>Product Name :</b>                  | accessories                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                          |                            |            |                   |
| <b>Complain :</b>                      | crimping connector                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |                            |            |                   |
| <b>Technician Comment :</b>            | Call Assigned : Ruchi Madam Comp Name : Brijda Impex pvt Ltd. Work : Crimping + 2 system shifting + Ajay sir Monitor Change Status : 1) Ajay sir Monitor change Done 2) Marketing Department 2 System shifting Done 3) 3 camera Installation Help for Eng Ganesh + Other 6 camera setting & services help for Eng Ganesh. Lan wire Numbering Details 1) 1 To 8 Ajay sir Cabin 2) 9 Or 17 A/C Dept 3) 10 Or 11 Rajesh sir Cabin 4) 11, 12,13, KEA +Umesh sir cabin 14 outside 5) 15 Doors access 16 Meeting Room 18 U3 lakme show room User Sign By : Ajay Pasi |                          |                            |            |                   |
| <b>Complain Operator :</b>             | Desktop - Kalpesh Jain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                          |                            |            |                   |
| <b>Remark :</b>                        | Call Assigned : Ruchi Madam Comp Name : Brijda Impex pvt Ltd. Work : Crimping + 2 system shifting + Ajay sir Monitor Change Status : 1) Ajay sir Monitor change Done 2) Marketing Department 2 System shifting Done 3) 3 camera Installation Help for Eng Ganesh + Other 6 camera setting & services help for Eng Ganesh. Lan wire Numbering Details 1) 1 To 8 Ajay sir Cabin 2) 9 Or 17 A/C Dept 3) 10 Or 11 Rajesh sir Cabin 4) 11, 12,13, KEA +Umesh sir cabin 14 outside 5) 15 Doors access 16 Meeting Room 18 U3 lakme show room User Sign By : Ajay Pasi |                          |                            |            |                   |

| Status History :            | <table><tr><th>Date Time</th><th>Technician Name</th><th>Status</th><th>Remark</th><th>Sign</th></tr><tr><td>25-09-2019 07:59:56</td><td>Dhiraj ManeMane</td><td>Completed</td><td>Call Assigned : Ruchi Madam Comp Name : Brijda Impex pvt Ltd. Work : Crimping + 2 system shifting + Ajay sir Monitor Change Status : 1) Ajay sir Monitor change Done 2) Marketing Department 2 System shifting Done 3) 3 camera Installation Help for Eng Ganesh + Other 6 camera setting &amp; services help for Eng Ganesh. Lan wire Numbering Details 1) 1 To 8 Ajay sir Cabin 2) 9 Or 17 A/C Dept 3) 10 Or 11 Rajesh sir Cabin 4) 11, 12,13, KEA +Umesh sir cabin 14 outside 5) 15 Doors access 16 Meeting Room 18 U3 lakme show room User Sign By : Ajay Pasi</td><td></td></tr><tr><td>25-09-2019 11:46:59</td><td>Dhiraj ManeMane</td><td>New</td><td></td><td>-</td></tr><tr><td>25-09-2019 11:46:54</td><td>Dhiraj ManeMane</td><td>New</td><td></td><td>-</td></tr></table> |                      |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                     | Date Time       | Technician Name | Status              | Remark         | Sign | 25-09-2019 07:59:56 | Dhiraj ManeMane | Completed            | Call Assigned : Ruchi Madam Comp Name : Brijda Impex pvt Ltd. Work : Crimping + 2 system shifting + Ajay sir Monitor Change Status : 1) Ajay sir Monitor change Done 2) Marketing Department 2 System shifting Done 3) 3 camera Installation Help for Eng Ganesh + Other 6 camera setting & services help for Eng Ganesh. Lan wire Numbering Details 1) 1 To 8 Ajay sir Cabin 2) 9 Or 17 A/C Dept 3) 10 Or 11 Rajesh sir Cabin 4) 11, 12,13, KEA +Umesh sir cabin 14 outside 5) 15 Doors access 16 Meeting Room 18 U3 lakme show room User Sign By : Ajay Pasi |  | 25-09-2019 11:46:59 | Dhiraj ManeMane | New |  | - | 25-09-2019 11:46:54 | Dhiraj ManeMane | New |  | - |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-----------------|-----------------|---------------------|----------------|------|---------------------|-----------------|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------|-----------------|-----|--|---|---------------------|-----------------|-----|--|---|
|                             | Date Time                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Technician Name      | Status    | Remark                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Sign                                                                                |                 |                 |                     |                |      |                     |                 |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                     |                     |                 |     |  |   |                     |                 |     |  |   |
|                             | 25-09-2019 07:59:56                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Dhiraj ManeMane      | Completed | Call Assigned : Ruchi Madam Comp Name : Brijda Impex pvt Ltd. Work : Crimping + 2 system shifting + Ajay sir Monitor Change Status : 1) Ajay sir Monitor change Done 2) Marketing Department 2 System shifting Done 3) 3 camera Installation Help for Eng Ganesh + Other 6 camera setting & services help for Eng Ganesh. Lan wire Numbering Details 1) 1 To 8 Ajay sir Cabin 2) 9 Or 17 A/C Dept 3) 10 Or 11 Rajesh sir Cabin 4) 11, 12,13, KEA +Umesh sir cabin 14 outside 5) 15 Doors access 16 Meeting Room 18 U3 lakme show room User Sign By : Ajay Pasi |  |                 |                 |                     |                |      |                     |                 |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                     |                     |                 |     |  |   |                     |                 |     |  |   |
|                             | 25-09-2019 11:46:59                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Dhiraj ManeMane      | New       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | -                                                                                   |                 |                 |                     |                |      |                     |                 |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                     |                     |                 |     |  |   |                     |                 |     |  |   |
| 25-09-2019 11:46:54         | Dhiraj ManeMane                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | New                  |           | -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                     |                 |                 |                     |                |      |                     |                 |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                     |                     |                 |     |  |   |                     |                 |     |  |   |
| Previous Complain History : | <table><tr><th>Date Time</th><th>Technician Name</th><th>Remark</th></tr><tr><td>02-12-2019 02:25:44</td><td>Manish Dhangar</td><td></td></tr><tr><td>30-11-2019 01:25:22</td><td>Manish Dhangar</td><td>wire chake completed</td></tr></table>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                      |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Date Time                                                                           | Technician Name | Remark          | 02-12-2019 02:25:44 | Manish Dhangar |      | 30-11-2019 01:25:22 | Manish Dhangar  | wire chake completed |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                     |                     |                 |     |  |   |                     |                 |     |  |   |
|                             | Date Time                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Technician Name      | Remark    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                     |                 |                 |                     |                |      |                     |                 |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                     |                     |                 |     |  |   |                     |                 |     |  |   |
|                             | 02-12-2019 02:25:44                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Manish Dhangar       |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                     |                 |                 |                     |                |      |                     |                 |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                     |                     |                 |     |  |   |                     |                 |     |  |   |
| 30-11-2019 01:25:22         | Manish Dhangar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | wire chake completed |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                     |                 |                 |                     |                |      |                     |                 |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                     |                     |                 |     |  |   |                     |                 |     |  |   |