

# B K Infotech

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| <b>Service Status Details : BK1208</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                          |                                                                                                                                                                                                          |                                                                                       |             |           |                 |        |                     |                 |                     |                     |                 |                                                                                                                                                                                                          |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-------------|-----------|-----------------|--------|---------------------|-----------------|---------------------|---------------------|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------|-----------------|-----|--|---|---------------------|-----------------|-----|--|---|
| <b>Priority :</b>                      | High                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                          |                                                                                                                                                                                                          |                                                                                       |             |           |                 |        |                     |                 |                     |                     |                 |                                                                                                                                                                                                          |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Created By :</b>                    | Admin - Kalpesh Jain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                          |                                                                                                                                                                                                          |                                                                                       |             |           |                 |        |                     |                 |                     |                     |                 |                                                                                                                                                                                                          |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Complaint Mob. No. :</b>            | 9819644024                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                          |                                                                                                                                                                                                          |                                                                                       |             |           |                 |        |                     |                 |                     |                     |                 |                                                                                                                                                                                                          |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Technician Name :</b>               | Dhiraj Mane Mane                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                          | <b>Technician Mobile :</b>                                                                                                                                                                               | 9930953373                                                                            |             |           |                 |        |                     |                 |                     |                     |                 |                                                                                                                                                                                                          |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Ticket Type :</b>                   | Complain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Date &amp; Time :</b> | 19-11-2019 12:27:55                                                                                                                                                                                      |                                                                                       |             |           |                 |        |                     |                 |                     |                     |                 |                                                                                                                                                                                                          |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Vendor Details :</b>                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                          |                                                                                                                                                                                                          |                                                                                       |             |           |                 |        |                     |                 |                     |                     |                 |                                                                                                                                                                                                          |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| Company Name/Client Name :             | VMR SECURITIES PVT LTD                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Customer's Mobile :      | 9819644024                                                                                                                                                                                               | Name :                                                                                | Gaurav Jian |           |                 |        |                     |                 |                     |                     |                 |                                                                                                                                                                                                          |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Address :</b>                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                          |                                                                                                                                                                                                          |                                                                                       |             |           |                 |        |                     |                 |                     |                     |                 |                                                                                                                                                                                                          |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| Mumbai , , , 400002 , Maharashtra      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                          |                                                                                                                                                                                                          |                                                                                       |             |           |                 |        |                     |                 |                     |                     |                 |                                                                                                                                                                                                          |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>AMC Details :</b>                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                          |                                                                                                                                                                                                          |                                                                                       |             |           |                 |        |                     |                 |                     |                     |                 |                                                                                                                                                                                                          |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| Expiry Date :                          | 01-01-1970 05:30:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                          | Type :                                                                                                                                                                                                   |                                                                                       |             |           |                 |        |                     |                 |                     |                     |                 |                                                                                                                                                                                                          |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Product Name :</b>                  | accessories                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |                                                                                                                                                                                                          |                                                                                       |             |           |                 |        |                     |                 |                     |                     |                 |                                                                                                                                                                                                          |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Complain :</b>                      | Motherboard install chargeable basis                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                          |                                                                                                                                                                                                          |                                                                                       |             |           |                 |        |                     |                 |                     |                     |                 |                                                                                                                                                                                                          |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Technician Comment :</b>            | Comp Name : Angel Broking pvt Ltd Work : Motherboards & HDD Assembled User Name : Sanjay Hatankar Status : MB & HDD Assembled + Gaurav Jain sir Dell Vostro laptop C & D Drive Merge Work complete Done.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                          |                                                                                                                                                                                                          |                                                                                       |             |           |                 |        |                     |                 |                     |                     |                 |                                                                                                                                                                                                          |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Complain Operator :</b>             | Desktop - Kalpesh Jain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                          |                                                                                                                                                                                                          |                                                                                       |             |           |                 |        |                     |                 |                     |                     |                 |                                                                                                                                                                                                          |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Remark :</b>                        | Comp Name : Angel Broking pvt Ltd Work : Motherboards & HDD Assembled User Name : Sanjay Hatankar Status : MB & HDD Assembled + Gaurav Jain sir Dell Vostro laptop C & D Drive Merge Work complete Done.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                          |                                                                                                                                                                                                          |                                                                                       |             |           |                 |        |                     |                 |                     |                     |                 |                                                                                                                                                                                                          |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <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>19-11-2019 02:32:08</td><td>Dhiraj ManeMane</td><td>Completed</td><td>Comp Name : Angel Broking pvt Ltd Work : Motherboards &amp; HDD Assembled User Name : Sanjay Hatankar Status : MB &amp; HDD Assembled + Gaurav Jain sir Dell Vostro laptop C &amp; D Drive Merge Work complete Done.</td><td></td></tr><tr><td>19-11-2019 12:28:03</td><td>Dhiraj ManeMane</td><td>New</td><td></td><td>-</td></tr><tr><td>19-11-2019 12:27:56</td><td>Dhiraj ManeMane</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                          |                                                                                                                                                                                                          |                                                                                       |             | Date Time | Technician Name | Status | Remark              | Sign            | 19-11-2019 02:32:08 | Dhiraj ManeMane     | Completed       | Comp Name : Angel Broking pvt Ltd Work : Motherboards & HDD Assembled User Name : Sanjay Hatankar Status : MB & HDD Assembled + Gaurav Jain sir Dell Vostro laptop C & D Drive Merge Work complete Done. |  | 19-11-2019 12:28:03 | Dhiraj ManeMane | New |  | - | 19-11-2019 12:27:56 | Dhiraj ManeMane | New |  | - |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Status                   | Remark                                                                                                                                                                                                   | Sign                                                                                  |             |           |                 |        |                     |                 |                     |                     |                 |                                                                                                                                                                                                          |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| 19-11-2019 02:32:08                    | Dhiraj ManeMane                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Completed                | Comp Name : Angel Broking pvt Ltd Work : Motherboards & HDD Assembled User Name : Sanjay Hatankar Status : MB & HDD Assembled + Gaurav Jain sir Dell Vostro laptop C & D Drive Merge Work complete Done. |  |             |           |                 |        |                     |                 |                     |                     |                 |                                                                                                                                                                                                          |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| 19-11-2019 12:28:03                    | Dhiraj ManeMane                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | New                      |                                                                                                                                                                                                          | -                                                                                     |             |           |                 |        |                     |                 |                     |                     |                 |                                                                                                                                                                                                          |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| 19-11-2019 12:27:56                    | Dhiraj ManeMane                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 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>21-10-2019 12:30:31</td><td>Dhiraj ManeMane</td><td></td></tr><tr><td>08-08-2019 11:10:27</td><td>Dhiraj ManeMane</td><td></td></tr></tbody></table>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |                                                                                                                                                                                                          |                                                                                       |             | Date Time | Technician Name | Remark | 21-10-2019 12:30:31 | Dhiraj ManeMane |                     | 08-08-2019 11:10:27 | Dhiraj ManeMane |                                                                                                                                                                                                          |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Remark                   |                                                                                                                                                                                                          |                                                                                       |             |           |                 |        |                     |                 |                     |                     |                 |                                                                                                                                                                                                          |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| 21-10-2019 12:30:31                    | Dhiraj ManeMane                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                          |                                                                                                                                                                                                          |                                                                                       |             |           |                 |        |                     |                 |                     |                     |                 |                                                                                                                                                                                                          |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| 08-08-2019 11:10:27                    | Dhiraj ManeMane                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                          |                                                                                                                                                                                                          |                                                                                       |             |           |                 |        |                     |                 |                     |                     |                 |                                                                                                                                                                                                          |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |