

# B K Infotech

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| <b>Service Status Details : BK911</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                           |                                                                                   |                                                                                       |      |           |                 |        |                     |               |                                            |                     |                 |                                                                                                                                                                                                                                                           |                                                                                       |                     |              |           |                                                                                   |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|------|-----------|-----------------|--------|---------------------|---------------|--------------------------------------------|---------------------|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------|--------------|-----------|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------|--------------|-----|--|---|---------------------|--------------|-----|--|---|
| <b>Priority :</b>                     | High                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                           |                                                                                   |                                                                                       |      |           |                 |        |                     |               |                                            |                     |                 |                                                                                                                                                                                                                                                           |                                                                                       |                     |              |           |                                                                                   |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Created By :</b>                   | Admin - Kalpesh Jain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                           |                                                                                   |                                                                                       |      |           |                 |        |                     |               |                                            |                     |                 |                                                                                                                                                                                                                                                           |                                                                                       |                     |              |           |                                                                                   |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Complaint Mob. No. :</b>           | 9324086856                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                           |                                                                                   |                                                                                       |      |           |                 |        |                     |               |                                            |                     |                 |                                                                                                                                                                                                                                                           |                                                                                       |                     |              |           |                                                                                   |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Technician Name :</b>              | Mayur Pitale                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                           | <b>Technician Mobile :</b>                                                        | 9136841703                                                                            |      |           |                 |        |                     |               |                                            |                     |                 |                                                                                                                                                                                                                                                           |                                                                                       |                     |              |           |                                                                                   |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Ticket Type :</b>                  | New Installation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>Date &amp; Time :</b>                                                                                                                                                                                                                                  | 10-09-2019 07:02:03                                                               |                                                                                       |      |           |                 |        |                     |               |                                            |                     |                 |                                                                                                                                                                                                                                                           |                                                                                       |                     |              |           |                                                                                   |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Vendor Details :</b>               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                           |                                                                                   |                                                                                       |      |           |                 |        |                     |               |                                            |                     |                 |                                                                                                                                                                                                                                                           |                                                                                       |                     |              |           |                                                                                   |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| Company Name/Client Name :            | Jain &v Co Borivali                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Customer's Mobile :                                                                                                                                                                                                                                       | 9324086856                                                                        | Name :                                                                                | Jvco |           |                 |        |                     |               |                                            |                     |                 |                                                                                                                                                                                                                                                           |                                                                                       |                     |              |           |                                                                                   |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Address :</b>                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                           |                                                                                   |                                                                                       |      |           |                 |        |                     |               |                                            |                     |                 |                                                                                                                                                                                                                                                           |                                                                                       |                     |              |           |                                                                                   |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| Mumbai , , , , Maharashtra            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                           |                                                                                   |                                                                                       |      |           |                 |        |                     |               |                                            |                     |                 |                                                                                                                                                                                                                                                           |                                                                                       |                     |              |           |                                                                                   |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>AMC Details :</b>                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                           |                                                                                   |                                                                                       |      |           |                 |        |                     |               |                                            |                     |                 |                                                                                                                                                                                                                                                           |                                                                                       |                     |              |           |                                                                                   |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| Expiry Date :                         | 01-01-1970 05:30:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                           | Type :                                                                            |                                                                                       |      |           |                 |        |                     |               |                                            |                     |                 |                                                                                                                                                                                                                                                           |                                                                                       |                     |              |           |                                                                                   |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Product Name :</b>                 | laptop delivery                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                           |                                                                                   |                                                                                       |      |           |                 |        |                     |               |                                            |                     |                 |                                                                                                                                                                                                                                                           |                                                                                       |                     |              |           |                                                                                   |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Complain :</b>                     | RENTAL LAPTOP DELIVERY 8 PORT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                           |                                                                                   |                                                                                       |      |           |                 |        |                     |               |                                            |                     |                 |                                                                                                                                                                                                                                                           |                                                                                       |                     |              |           |                                                                                   |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Technician Comment :</b>           | tp link 8 port network switch delivered at jvco office.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                           |                                                                                   |                                                                                       |      |           |                 |        |                     |               |                                            |                     |                 |                                                                                                                                                                                                                                                           |                                                                                       |                     |              |           |                                                                                   |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Complain Operator :</b>            | Desktop - Kalpesh Jain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                           |                                                                                   |                                                                                       |      |           |                 |        |                     |               |                                            |                     |                 |                                                                                                                                                                                                                                                           |                                                                                       |                     |              |           |                                                                                   |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Remark :</b>                       | tp link 8 port network switch delivered at jvco office.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                           |                                                                                   |                                                                                       |      |           |                 |        |                     |               |                                            |                     |                 |                                                                                                                                                                                                                                                           |                                                                                       |                     |              |           |                                                                                   |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <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>11-09-2019 07:30:57</td><td>Mayur Pitale</td><td>Completed</td><td>tp link 8 port network switch delivered at jvco office.</td><td></td></tr><tr><td>11-09-2019 07:30:03</td><td>Mayur Pitale</td><td>Completed</td><td>jvco 3 laptops delivered with Windows and basic software +tally installation done</td><td></td></tr><tr><td>10-09-2019 07:02:07</td><td>Mayur Pitale</td><td>New</td><td></td><td>-</td></tr><tr><td>10-09-2019 07:02:03</td><td>Mayur Pitale</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                                                                                                                                                                                                                                                           |                                                                                   |                                                                                       |      | Date Time | Technician Name | Status | Remark              | Sign          | 11-09-2019 07:30:57                        | Mayur Pitale        | Completed       | tp link 8 port network switch delivered at jvco office.                                                                                                                                                                                                   |  | 11-09-2019 07:30:03 | Mayur Pitale | Completed | jvco 3 laptops delivered with Windows and basic software +tally installation done |  | 10-09-2019 07:02:07 | Mayur Pitale | New |  | - | 10-09-2019 07:02:03 | Mayur Pitale | New |  | - |
| Date Time                             | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Status                                                                                                                                                                                                                                                    | Remark                                                                            | Sign                                                                                  |      |           |                 |        |                     |               |                                            |                     |                 |                                                                                                                                                                                                                                                           |                                                                                       |                     |              |           |                                                                                   |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| 11-09-2019 07:30:57                   | Mayur Pitale                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Completed                                                                                                                                                                                                                                                 | tp link 8 port network switch delivered at jvco office.                           |  |      |           |                 |        |                     |               |                                            |                     |                 |                                                                                                                                                                                                                                                           |                                                                                       |                     |              |           |                                                                                   |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| 11-09-2019 07:30:03                   | Mayur Pitale                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Completed                                                                                                                                                                                                                                                 | jvco 3 laptops delivered with Windows and basic software +tally installation done |  |      |           |                 |        |                     |               |                                            |                     |                 |                                                                                                                                                                                                                                                           |                                                                                       |                     |              |           |                                                                                   |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| 10-09-2019 07:02:07                   | Mayur Pitale                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | New                                                                                                                                                                                                                                                       |                                                                                   | -                                                                                     |      |           |                 |        |                     |               |                                            |                     |                 |                                                                                                                                                                                                                                                           |                                                                                       |                     |              |           |                                                                                   |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| 10-09-2019 07:02:03                   | 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>03-12-2019 12:32:25</td><td>ShubhamBhojne</td><td>check all 14 pc check for key check pickup</td></tr><tr><td>02-12-2019 07:27:33</td><td>Dhiraj ManeMane</td><td>Comp Name : JVCO &amp; Co Work : Main Server &amp; Server 1 System Not Access in Network User Name : Parivesh Gupta Status : Main server &amp; Server 1 both Systems Network Settings Done User Sign By : Parivesh Gupta Now Both systems working fine work complete.</td></tr></tbody></table>                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                           |                                                                                   |                                                                                       |      | Date Time | Technician Name | Remark | 03-12-2019 12:32:25 | ShubhamBhojne | check all 14 pc check for key check pickup | 02-12-2019 07:27:33 | Dhiraj ManeMane | Comp Name : JVCO & Co Work : Main Server & Server 1 System Not Access in Network User Name : Parivesh Gupta Status : Main server & Server 1 both Systems Network Settings Done User Sign By : Parivesh Gupta Now Both systems working fine work complete. |                                                                                       |                     |              |           |                                                                                   |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| Date Time                             | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Remark                                                                                                                                                                                                                                                    |                                                                                   |                                                                                       |      |           |                 |        |                     |               |                                            |                     |                 |                                                                                                                                                                                                                                                           |                                                                                       |                     |              |           |                                                                                   |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| 03-12-2019 12:32:25                   | ShubhamBhojne                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | check all 14 pc check for key check pickup                                                                                                                                                                                                                |                                                                                   |                                                                                       |      |           |                 |        |                     |               |                                            |                     |                 |                                                                                                                                                                                                                                                           |                                                                                       |                     |              |           |                                                                                   |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| 02-12-2019 07:27:33                   | Dhiraj ManeMane                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Comp Name : JVCO & Co Work : Main Server & Server 1 System Not Access in Network User Name : Parivesh Gupta Status : Main server & Server 1 both Systems Network Settings Done User Sign By : Parivesh Gupta Now Both systems working fine work complete. |                                                                                   |                                                                                       |      |           |                 |        |                     |               |                                            |                     |                 |                                                                                                                                                                                                                                                           |                                                                                       |                     |              |           |                                                                                   |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |