




# B K Infotech

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

| <b>Service Status Details : BK1406</b> |  |                          |   |   |       |           |                 |        |        |      |                     |                 |           |   |   |                     |                 |     |  |   |                     |                 |     |  |   |
|--|--|--------------------------|---|---|-------|-----------|-----------------|--------|--------|------|---------------------|-----------------|-----------|---|---|---------------------|-----------------|-----|--|---|---------------------|-----------------|-----|--|---|
| <b>Priority :</b>                      | High   |                          |   |   |       |           |                 |        |        |      |                     |                 |           |   |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Created By :</b>                    | Admin - Kalpesh Jain   |                          |   |   |       |           |                 |        |        |      |                     |                 |           |   |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Complaint Mob. No. :</b>            | 9870207766   |                          |   |   |       |           |                 |        |        |      |                     |                 |           |   |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Technician Name :</b>               | Dhiraj Mane Mane   |                          | <b>Technician Mobile :</b>  | 9930953373  |       |           |                 |        |        |      |                     |                 |           |   |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Ticket Type :</b>                   | Complain   | <b>Date &amp; Time :</b> | 20-12-2019 10:59:46   |   |       |           |                 |        |        |      |                     |                 |           |   |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Vendor Details :</b>                |  |                          |   |   |       |           |                 |        |        |      |                     |                 |           |   |   |                     |                 |     |  |   |                     |                 |     |  |   |
| Company Name/Client Name :             | Locobuzz   | Customer's Mobile :      | 9870207766  | Name :  | Monal |           |                 |        |        |      |                     |                 |           |   |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Address :</b>                       |  |                          |   |   |       |           |                 |        |        |      |                     |                 |           |   |   |                     |                 |     |  |   |                     |                 |     |  |   |
| Mumbai , , , , Maharashtra             |  |                          |   |   |       |           |                 |        |        |      |                     |                 |           |   |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>AMC Details :</b>                   |  |                          |   |   |       |           |                 |        |        |      |                     |                 |           |   |   |                     |                 |     |  |   |                     |                 |     |  |   |
| Expiry Date :                          | 01-01-1970 05:30:00  |                          | Type :  |   |       |           |                 |        |        |      |                     |                 |           |   |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Product Name :</b>                  | Computer   |                          |   |   |       |           |                 |        |        |      |                     |                 |           |   |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Complain :</b>                      | main server issue  |                          |   |   |       |           |                 |        |        |      |                     |                 |           |   |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Technician Comment :</b>            | On site reach : 10:30 Comp Name : Locobuzz Work : 6 Monitor Display issue Board Meeting Room System Status : 2) Setting change with Mayur Help & Now system working fine work complete done User Sign By : Monal Aparaj 2) Suhas System slow issue work Done but User Ram upgrade Require Lenovo All in one SN - YJ00BPW8  |                          |   |   |       |           |                 |        |        |      |                     |                 |           |   |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Complain Operator :</b>             | Desktop - Kalpesh Jain   |                          |   |   |       |           |                 |        |        |      |                     |                 |           |   |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Remark :</b>                        | On site reach : 10:30 Comp Name : Locobuzz Work : 6 Monitor Display issue Board Meeting Room System Status : 2) Setting change with Mayur Help & Now system working fine work complete done User Sign By : Monal Aparaj 2) Suhas System slow issue work Done but User Ram upgrade Require Lenovo All in one SN - YJ00BPW8  |                          |   |   |       |           |                 |        |        |      |                     |                 |           |   |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <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>20-12-2019 02:43:49</td><td>Dhiraj ManeMane</td><td>Completed</td><td>On site reach : 10:30 Comp Name : Locobuzz Work : 6 Monitor Display issue Board Meeting Room System Status : 2) Setting change with Mayur Help &amp; Now system working fine work complete done User Sign By : Monal Aparaj 2) Suhas System slow issue work Done but User Ram upgrade Require Lenovo All in one SN - YJ00BPW8</td><td></td></tr><tr><td>20-12-2019 10:59:53</td><td>Dhiraj ManeMane</td><td>New</td><td></td><td>-</td></tr><tr><td>20-12-2019 10:59:47</td><td>Dhiraj ManeMane</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                          |   |   |       | Date Time | Technician Name | Status | Remark | Sign | 20-12-2019 02:43:49 | Dhiraj ManeMane | Completed | On site reach : 10:30 Comp Name : Locobuzz Work : 6 Monitor Display issue Board Meeting Room System Status : 2) Setting change with Mayur Help & Now system working fine work complete done User Sign By : Monal Aparaj 2) Suhas System slow issue work Done but User Ram upgrade Require Lenovo All in one SN - YJ00BPW8 |  | 20-12-2019 10:59:53 | Dhiraj ManeMane | New |  | - | 20-12-2019 10:59:47 | Dhiraj ManeMane | New |  | - |
| Date Time                              | Technician Name  | Status                   | Remark  | Sign  |       |           |                 |        |        |      |                     |                 |           |   |   |                     |                 |     |  |   |                     |                 |     |  |   |
| 20-12-2019 02:43:49                    | Dhiraj ManeMane  | Completed                | On site reach : 10:30 Comp Name : Locobuzz Work : 6 Monitor Display issue Board Meeting Room System Status : 2) Setting change with Mayur Help & Now system working fine work complete done User Sign By : Monal Aparaj 2) Suhas System slow issue work Done but User Ram upgrade Require Lenovo All in one SN - YJ00BPW8 |  |       |           |                 |        |        |      |                     |                 |           |   |   |                     |                 |     |  |   |                     |                 |     |  |   |
| 20-12-2019 10:59:53                    | Dhiraj ManeMane  | New                      |   | -   |       |           |                 |        |        |      |                     |                 |           |   |   |                     |                 |     |  |   |                     |                 |     |  |   |
| 20-12-2019 10:59:47                    | Dhiraj ManeMane  | New                      |   | -   |       |           |                 |        |        |      |                     |                 |           |   |   |                     |                 |     |  |   |                     |                 |     |  |   |

|                                   |                     |                 |  |
|-----------------------------------|---------------------|-----------------|--|
| Previous<br>Complain<br>History : |                     |                 |  |
|                                   | Date Time           | Technician Name | Remark   |
|                                   | 24-12-2019 11:17:51 | Manish Dhangar  |  |
|                                   | 17-12-2019 01:19:05 | ShubhamBhojne   | i balll laptop and adptor given and new laptop given and bill sign |