

# 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 : BK1272</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                    |                                                                                                                                             |                                                                                       |                |           |                 |        |                     |                 |                                                                                                                        |                     |                 |                                                                                                                                                                                                                                                                                                    |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|----------------|-----------|-----------------|--------|---------------------|-----------------|------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------|-----------------|-----|--|---|---------------------|-----------------|-----|--|---|
| <b>Priority :</b>                      | Low                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                    |                                                                                                                                             |                                                                                       |                |           |                 |        |                     |                 |                                                                                                                        |                     |                 |                                                                                                                                                                                                                                                                                                    |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Created By :</b>                    | Admin - Kalpesh Jain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                    |                                                                                                                                             |                                                                                       |                |           |                 |        |                     |                 |                                                                                                                        |                     |                 |                                                                                                                                                                                                                                                                                                    |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Complaint Mob. No. :</b>            | 9136569081                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                    |                                                                                                                                             |                                                                                       |                |           |                 |        |                     |                 |                                                                                                                        |                     |                 |                                                                                                                                                                                                                                                                                                    |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Technician Name :</b>               | Dhiraj Mane Mane                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                    | <b>Technician Mobile :</b>                                                                                                                  | 9930953373                                                                            |                |           |                 |        |                     |                 |                                                                                                                        |                     |                 |                                                                                                                                                                                                                                                                                                    |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Ticket Type :</b>                   | Complain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>Date &amp; Time :</b>                                                                                                                                                                                                                                                                           | 02-12-2019 11:16:45                                                                                                                         |                                                                                       |                |           |                 |        |                     |                 |                                                                                                                        |                     |                 |                                                                                                                                                                                                                                                                                                    |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Vendor Details :</b>                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                    |                                                                                                                                             |                                                                                       |                |           |                 |        |                     |                 |                                                                                                                        |                     |                 |                                                                                                                                                                                                                                                                                                    |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| Company Name/Client Name :             | Royal Computer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Customer's Mobile :                                                                                                                                                                                                                                                                                | 9136569081                                                                                                                                  | Name :                                                                                | Royal Computer |           |                 |        |                     |                 |                                                                                                                        |                     |                 |                                                                                                                                                                                                                                                                                                    |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Address :</b>                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                    |                                                                                                                                             |                                                                                       |                |           |                 |        |                     |                 |                                                                                                                        |                     |                 |                                                                                                                                                                                                                                                                                                    |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| Mumbai , , , , Maharashtra             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                    |                                                                                                                                             |                                                                                       |                |           |                 |        |                     |                 |                                                                                                                        |                     |                 |                                                                                                                                                                                                                                                                                                    |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>AMC Details :</b>                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                    |                                                                                                                                             |                                                                                       |                |           |                 |        |                     |                 |                                                                                                                        |                     |                 |                                                                                                                                                                                                                                                                                                    |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| Expiry Date :                          | 01-01-1970 05:30:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                    | Type :                                                                                                                                      |                                                                                       |                |           |                 |        |                     |                 |                                                                                                                        |                     |                 |                                                                                                                                                                                                                                                                                                    |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Product Name :</b>                  | accessories                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                    |                                                                                                                                             |                                                                                       |                |           |                 |        |                     |                 |                                                                                                                        |                     |                 |                                                                                                                                                                                                                                                                                                    |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Complain :</b>                      | laptop keyboard replace justo                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                    |                                                                                                                                             |                                                                                       |                |           |                 |        |                     |                 |                                                                                                                        |                     |                 |                                                                                                                                                                                                                                                                                                    |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Technician Comment :</b>            | Comp Name : Royal Computers Work : Lenovo 80XG laptop keyboard Replacement purpose gievn to vendor User Name : Vikram User Sign By : Vikram                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                    |                                                                                                                                             |                                                                                       |                |           |                 |        |                     |                 |                                                                                                                        |                     |                 |                                                                                                                                                                                                                                                                                                    |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Complain Operator :</b>             | Desktop - Kalpesh Jain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                    |                                                                                                                                             |                                                                                       |                |           |                 |        |                     |                 |                                                                                                                        |                     |                 |                                                                                                                                                                                                                                                                                                    |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Remark :</b>                        | Comp Name : Royal Computers Work : Lenovo 80XG laptop keyboard Replacement purpose gievn to vendor User Name : Vikram User Sign By : Vikram                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                    |                                                                                                                                             |                                                                                       |                |           |                 |        |                     |                 |                                                                                                                        |                     |                 |                                                                                                                                                                                                                                                                                                    |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <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>02-12-2019 11:58:12</td><td>Dhiraj ManeMane</td><td>Work Pending</td><td>Comp Name : Royal Computers Work : Lenovo 80XG laptop keyboard Replacement purpose gievn to vendor User Name : Vikram User Sign By : Vikram</td><td></td></tr><tr><td>02-12-2019 11:16:53</td><td>Dhiraj ManeMane</td><td>New</td><td></td><td>-</td></tr><tr><td>02-12-2019 11:16:45</td><td>Dhiraj ManeMane</td><td>New</td><td></td><td>-</td></tr></tbody></table>                 |                                                                                                                                                                                                                                                                                                    |                                                                                                                                             |                                                                                       |                | Date Time | Technician Name | Status | Remark              | Sign            | 02-12-2019 11:58:12                                                                                                    | Dhiraj ManeMane     | Work Pending    | Comp Name : Royal Computers Work : Lenovo 80XG laptop keyboard Replacement purpose gievn to vendor User Name : Vikram User Sign By : Vikram                                                                                                                                                        |  | 02-12-2019 11:16:53 | Dhiraj ManeMane | New |  | - | 02-12-2019 11:16:45 | Dhiraj ManeMane | New |  | - |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Status                                                                                                                                                                                                                                                                                             | Remark                                                                                                                                      | Sign                                                                                  |                |           |                 |        |                     |                 |                                                                                                                        |                     |                 |                                                                                                                                                                                                                                                                                                    |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| 02-12-2019 11:58:12                    | Dhiraj ManeMane                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Work Pending                                                                                                                                                                                                                                                                                       | Comp Name : Royal Computers Work : Lenovo 80XG laptop keyboard Replacement purpose gievn to vendor User Name : Vikram User Sign By : Vikram |  |                |           |                 |        |                     |                 |                                                                                                                        |                     |                 |                                                                                                                                                                                                                                                                                                    |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| 02-12-2019 11:16:53                    | Dhiraj ManeMane                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | New                                                                                                                                                                                                                                                                                                |                                                                                                                                             | -                                                                                     |                |           |                 |        |                     |                 |                                                                                                                        |                     |                 |                                                                                                                                                                                                                                                                                                    |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| 02-12-2019 11:16:45                    | 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>22-08-2019 07:43:31</td><td>Dhiraj ManeMane</td><td>Call Assigned : Ruchi Madam Comp Name : Royal Computer Work : Dell New Exiting Adopter Return Hand over. Status : Done</td></tr><tr><td>22-08-2019 05:53:53</td><td>Dhiraj ManeMane</td><td>Call Assigned : Ruchi Madam Comp Name : Royal Computer Work : Two Dell New Adopter Pick up &amp; Exiting Dell Adopter return New Adopter SN 1) CN-0MGJN9-LOC00-95N-2907-A08 2) CN-0MGJN9-LOC00-95N-3A06-A08 (Silver Link) NEW Existing 1) CN-06TM1C-LOC00-94R-1B8E-A10 2) CN-067M1C-LOC00-94R-19C7-A10</td></tr></tbody></table> |                                                                                                                                                                                                                                                                                                    |                                                                                                                                             |                                                                                       |                | Date Time | Technician Name | Remark | 22-08-2019 07:43:31 | Dhiraj ManeMane | Call Assigned : Ruchi Madam Comp Name : Royal Computer Work : Dell New Exiting Adopter Return Hand over. Status : Done | 22-08-2019 05:53:53 | Dhiraj ManeMane | Call Assigned : Ruchi Madam Comp Name : Royal Computer Work : Two Dell New Adopter Pick up & Exiting Dell Adopter return New Adopter SN 1) CN-0MGJN9-LOC00-95N-2907-A08 2) CN-0MGJN9-LOC00-95N-3A06-A08 (Silver Link) NEW Existing 1) CN-06TM1C-LOC00-94R-1B8E-A10 2) CN-067M1C-LOC00-94R-19C7-A10 |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Remark                                                                                                                                                                                                                                                                                             |                                                                                                                                             |                                                                                       |                |           |                 |        |                     |                 |                                                                                                                        |                     |                 |                                                                                                                                                                                                                                                                                                    |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| 22-08-2019 07:43:31                    | Dhiraj ManeMane                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call Assigned : Ruchi Madam Comp Name : Royal Computer Work : Dell New Exiting Adopter Return Hand over. Status : Done                                                                                                                                                                             |                                                                                                                                             |                                                                                       |                |           |                 |        |                     |                 |                                                                                                                        |                     |                 |                                                                                                                                                                                                                                                                                                    |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| 22-08-2019 05:53:53                    | Dhiraj ManeMane                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call Assigned : Ruchi Madam Comp Name : Royal Computer Work : Two Dell New Adopter Pick up & Exiting Dell Adopter return New Adopter SN 1) CN-0MGJN9-LOC00-95N-2907-A08 2) CN-0MGJN9-LOC00-95N-3A06-A08 (Silver Link) NEW Existing 1) CN-06TM1C-LOC00-94R-1B8E-A10 2) CN-067M1C-LOC00-94R-19C7-A10 |                                                                                                                                             |                                                                                       |                |           |                 |        |                     |                 |                                                                                                                        |                     |                 |                                                                                                                                                                                                                                                                                                    |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |