

# 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 : BK1351</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                     |                                       |                                                                                       |                             |           |                 |        |                     |                 |                                                                                                                                                                                                                  |                     |                 |                                                                                                                                                                                                                                                                                                                                                                     |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|---------------------------------------------------------------------------------------|-----------------------------|-----------|-----------------|--------|---------------------|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------|----------------|-----|--|---|---------------------|----------------|-----|--|---|---------------------|----------------|-----|--|---|
| <b>Priority :</b>                      | High                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                     |                                       |                                                                                       |                             |           |                 |        |                     |                 |                                                                                                                                                                                                                  |                     |                 |                                                                                                                                                                                                                                                                                                                                                                     |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Created By :</b>                    | Admin - Kalpesh Jain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                     |                                       |                                                                                       |                             |           |                 |        |                     |                 |                                                                                                                                                                                                                  |                     |                 |                                                                                                                                                                                                                                                                                                                                                                     |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complaint Mob. No. :</b>            | 9920219593                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                     |                                       |                                                                                       |                             |           |                 |        |                     |                 |                                                                                                                                                                                                                  |                     |                 |                                                                                                                                                                                                                                                                                                                                                                     |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Technician Name :</b>               | Manish Dhangar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                     | <b>Technician Mobile :</b>            | 9136841712                                                                            |                             |           |                 |        |                     |                 |                                                                                                                                                                                                                  |                     |                 |                                                                                                                                                                                                                                                                                                                                                                     |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Ticket Type :</b>                   | Complain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>Date &amp; Time :</b>                                                                                                                                                                                                                                                                                                                                            | 12-12-2019 05:12:12                   |                                                                                       |                             |           |                 |        |                     |                 |                                                                                                                                                                                                                  |                     |                 |                                                                                                                                                                                                                                                                                                                                                                     |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Vendor Details :</b>                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                     |                                       |                                                                                       |                             |           |                 |        |                     |                 |                                                                                                                                                                                                                  |                     |                 |                                                                                                                                                                                                                                                                                                                                                                     |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| Company Name/Client Name :             | Sand Network                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Customer's Mobile :                                                                                                                                                                                                                                                                                                                                                 | 9920219593                            | Name :                                                                                | Sandnetwork Mahesh & Minjal |           |                 |        |                     |                 |                                                                                                                                                                                                                  |                     |                 |                                                                                                                                                                                                                                                                                                                                                                     |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Address :</b>                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                     |                                       |                                                                                       |                             |           |                 |        |                     |                 |                                                                                                                                                                                                                  |                     |                 |                                                                                                                                                                                                                                                                                                                                                                     |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| Mumbai , , , , Maharashtra             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                     |                                       |                                                                                       |                             |           |                 |        |                     |                 |                                                                                                                                                                                                                  |                     |                 |                                                                                                                                                                                                                                                                                                                                                                     |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>AMC Details :</b>                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                     |                                       |                                                                                       |                             |           |                 |        |                     |                 |                                                                                                                                                                                                                  |                     |                 |                                                                                                                                                                                                                                                                                                                                                                     |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| Expiry Date :                          | 01-01-1970 05:30:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                     | Type :                                |                                                                                       |                             |           |                 |        |                     |                 |                                                                                                                                                                                                                  |                     |                 |                                                                                                                                                                                                                                                                                                                                                                     |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Product Name :</b>                  | laptop issue                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                     |                                       |                                                                                       |                             |           |                 |        |                     |                 |                                                                                                                                                                                                                  |                     |                 |                                                                                                                                                                                                                                                                                                                                                                     |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain :</b>                      | rental laptop given BK -009                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                     |                                       |                                                                                       |                             |           |                 |        |                     |                 |                                                                                                                                                                                                                  |                     |                 |                                                                                                                                                                                                                                                                                                                                                                     |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Technician Comment :</b>            | rental ho laptop 1 adapter.power coad                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                     |                                       |                                                                                       |                             |           |                 |        |                     |                 |                                                                                                                                                                                                                  |                     |                 |                                                                                                                                                                                                                                                                                                                                                                     |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain Operator :</b>             | Desktop - Kalpesh Jain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                     |                                       |                                                                                       |                             |           |                 |        |                     |                 |                                                                                                                                                                                                                  |                     |                 |                                                                                                                                                                                                                                                                                                                                                                     |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Remark :</b>                        | rental ho laptop 1 adapter.power coad                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                     |                                       |                                                                                       |                             |           |                 |        |                     |                 |                                                                                                                                                                                                                  |                     |                 |                                                                                                                                                                                                                                                                                                                                                                     |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <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>12-12-2019 05:50:25</td><td>Manish Dhangar</td><td>Completed</td><td>rental ho laptop 1 adapter.power coad</td><td></td></tr><tr><td>12-12-2019 05:20:28</td><td>Manish Dhangar</td><td>New</td><td></td><td>-</td></tr><tr><td>12-12-2019 05:20:24</td><td>Manish Dhangar</td><td>New</td><td></td><td>-</td></tr><tr><td>12-12-2019 05:12:13</td><td>Manish Dhangar</td><td>New</td><td></td><td>-</td></tr></tbody></table>                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                     |                                       |                                                                                       |                             | Date Time | Technician Name | Status | Remark              | Sign            | 12-12-2019 05:50:25                                                                                                                                                                                              | Manish Dhangar      | Completed       | rental ho laptop 1 adapter.power coad                                                                                                                                                                                                                                                                                                                               |  | 12-12-2019 05:20:28 | Manish Dhangar | New |  | - | 12-12-2019 05:20:24 | Manish Dhangar | New |  | - | 12-12-2019 05:12:13 | Manish Dhangar | New |  | - |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Status                                                                                                                                                                                                                                                                                                                                                              | Remark                                | Sign                                                                                  |                             |           |                 |        |                     |                 |                                                                                                                                                                                                                  |                     |                 |                                                                                                                                                                                                                                                                                                                                                                     |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 12-12-2019 05:50:25                    | Manish Dhangar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Completed                                                                                                                                                                                                                                                                                                                                                           | rental ho laptop 1 adapter.power coad |  |                             |           |                 |        |                     |                 |                                                                                                                                                                                                                  |                     |                 |                                                                                                                                                                                                                                                                                                                                                                     |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 12-12-2019 05:20:28                    | Manish Dhangar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | New                                                                                                                                                                                                                                                                                                                                                                 |                                       | -                                                                                     |                             |           |                 |        |                     |                 |                                                                                                                                                                                                                  |                     |                 |                                                                                                                                                                                                                                                                                                                                                                     |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 12-12-2019 05:20:24                    | Manish Dhangar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | New                                                                                                                                                                                                                                                                                                                                                                 |                                       | -                                                                                     |                             |           |                 |        |                     |                 |                                                                                                                                                                                                                  |                     |                 |                                                                                                                                                                                                                                                                                                                                                                     |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 12-12-2019 05:12:13                    | Manish Dhangar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 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>11-12-2019 11:16:17</td><td>Dhiraj ManeMane</td><td>On site reach Time : 10:30 Comp Name : Sand Network Work : Rental laptops problem Status : Hp BK-003 laptop slow &amp; Hang issue resolved Now laptop working fine work complete done. User Sign By : RajKumar Yadav</td></tr><tr><td>09-12-2019 11:10:55</td><td>Dhiraj ManeMane</td><td>On site reach Time : 11 :30 AM Comp Name : Sand Network Work : 3 User DDR 4 Ram installation Status : 1) Manish Sangle Dell Vostro 14 SN-2C7XPJ2 2) Vinod Kumar Lenovo 81B0 V330 SN-MP1GM9PF 3) RajKumar Yadav Dell Vostro 14 SN -5Z6XPJ2 ALL 3 user DDR 4 Ram Upgradation Done 3 user laptop slow issue also clear All work complete User Sign By : RajKumar Yadav</td></tr></tbody></table> |                                                                                                                                                                                                                                                                                                                                                                     |                                       |                                                                                       |                             | Date Time | Technician Name | Remark | 11-12-2019 11:16:17 | Dhiraj ManeMane | On site reach Time : 10:30 Comp Name : Sand Network Work : Rental laptops problem Status : Hp BK-003 laptop slow & Hang issue resolved Now laptop working fine work complete done. User Sign By : RajKumar Yadav | 09-12-2019 11:10:55 | Dhiraj ManeMane | On site reach Time : 11 :30 AM Comp Name : Sand Network Work : 3 User DDR 4 Ram installation Status : 1) Manish Sangle Dell Vostro 14 SN-2C7XPJ2 2) Vinod Kumar Lenovo 81B0 V330 SN-MP1GM9PF 3) RajKumar Yadav Dell Vostro 14 SN -5Z6XPJ2 ALL 3 user DDR 4 Ram Upgradation Done 3 user laptop slow issue also clear All work complete User Sign By : RajKumar Yadav |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Remark                                                                                                                                                                                                                                                                                                                                                              |                                       |                                                                                       |                             |           |                 |        |                     |                 |                                                                                                                                                                                                                  |                     |                 |                                                                                                                                                                                                                                                                                                                                                                     |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 11-12-2019 11:16:17                    | Dhiraj ManeMane                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | On site reach Time : 10:30 Comp Name : Sand Network Work : Rental laptops problem Status : Hp BK-003 laptop slow & Hang issue resolved Now laptop working fine work complete done. User Sign By : RajKumar Yadav                                                                                                                                                    |                                       |                                                                                       |                             |           |                 |        |                     |                 |                                                                                                                                                                                                                  |                     |                 |                                                                                                                                                                                                                                                                                                                                                                     |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 09-12-2019 11:10:55                    | Dhiraj ManeMane                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | On site reach Time : 11 :30 AM Comp Name : Sand Network Work : 3 User DDR 4 Ram installation Status : 1) Manish Sangle Dell Vostro 14 SN-2C7XPJ2 2) Vinod Kumar Lenovo 81B0 V330 SN-MP1GM9PF 3) RajKumar Yadav Dell Vostro 14 SN -5Z6XPJ2 ALL 3 user DDR 4 Ram Upgradation Done 3 user laptop slow issue also clear All work complete User Sign By : RajKumar Yadav |                                       |                                                                                       |                             |           |                 |        |                     |                 |                                                                                                                                                                                                                  |                     |                 |                                                                                                                                                                                                                                                                                                                                                                     |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |