

# Shubham Infotech

**Regd. Office :** Shubham Infotech Hubtown Solaris Office No:-1212 12th Floor, Opposite Teli Gali, Andheri East, Mumbai  
**Support : | W :**  
**E :** info@shubhaminfo.com

| <b>Service Status Details : SI32</b>                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                          |                            |                                                                                       |                |           |                 |        |                     |               |                                                                                                                                                                                                          |                |           |          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
|---------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|---------------------------------------------------------------------------------------|----------------|-----------|-----------------|--------|---------------------|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-----------|----------|---------------------------------------------------------------------------------------|---------------------|----------------|-----|--|---|---------------------|----------------|-----|--|---|---------------------|----------------|-----|--|---|
| <b>Priority :</b>                                                         | Low                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                          |                            |                                                                                       |                |           |                 |        |                     |               |                                                                                                                                                                                                          |                |           |          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Created By :</b>                                                       | Admin - Shubham Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                          |                            |                                                                                       |                |           |                 |        |                     |               |                                                                                                                                                                                                          |                |           |          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complaint Mob. No. :</b>                                               | 90824 0386                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                          |                            |                                                                                       |                |           |                 |        |                     |               |                                                                                                                                                                                                          |                |           |          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Technician Name :</b>                                                  | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                          | <b>Technician Mobile :</b> | 7021012768                                                                            |                |           |                 |        |                     |               |                                                                                                                                                                                                          |                |           |          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Ticket Type :</b>                                                      | Complain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Date &amp; Time :</b>                                                                                                                                                                                 | 19-11-2019 01:03:10        |                                                                                       |                |           |                 |        |                     |               |                                                                                                                                                                                                          |                |           |          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Vendor Details :</b>                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                          |                            |                                                                                       |                |           |                 |        |                     |               |                                                                                                                                                                                                          |                |           |          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| Company Name/Client Name :                                                | Directorate Of Archive                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Customer's Mobile :                                                                                                                                                                                      | 90824 0386                 | Name :                                                                                | Santosh Chavan |           |                 |        |                     |               |                                                                                                                                                                                                          |                |           |          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Address :</b>                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                          |                            |                                                                                       |                |           |                 |        |                     |               |                                                                                                                                                                                                          |                |           |          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| Mumbai , M.G.Road, Kala Ghoda Fort Mumbai-400032 , , 400032 , Maharashtra |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                          |                            |                                                                                       |                |           |                 |        |                     |               |                                                                                                                                                                                                          |                |           |          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>AMC Details :</b>                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                          |                            |                                                                                       |                |           |                 |        |                     |               |                                                                                                                                                                                                          |                |           |          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| Expiry Date :                                                             | 19-09-2020 12:00:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                          | Type :                     | Non-Comprehensive                                                                     |                |           |                 |        |                     |               |                                                                                                                                                                                                          |                |           |          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Product Name :</b>                                                     | desktop Computer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                          |                            |                                                                                       |                |           |                 |        |                     |               |                                                                                                                                                                                                          |                |           |          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain :</b>                                                         | Machine problem                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                          |                            |                                                                                       |                |           |                 |        |                     |               |                                                                                                                                                                                                          |                |           |          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Technician Comment :</b>                                               | complete                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                          |                            |                                                                                       |                |           |                 |        |                     |               |                                                                                                                                                                                                          |                |           |          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain Operator :</b>                                                | Desktop - Shubham Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                          |                            |                                                                                       |                |           |                 |        |                     |               |                                                                                                                                                                                                          |                |           |          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Remark :</b>                                                           | complete                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                          |                            |                                                                                       |                |           |                 |        |                     |               |                                                                                                                                                                                                          |                |           |          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Status History :</b>                                                   | <table><thead><tr><th>Date Time</th><th>Technician Name</th><th>Status</th><th>Remark</th><th>Sign</th></tr></thead><tbody><tr><td>19-11-2019 05:38:29</td><td>Vishal Dodekar</td><td>Completed</td><td>complete</td><td></td></tr><tr><td>19-11-2019 05:06:32</td><td>Vishal Dodekar</td><td>New</td><td></td><td>-</td></tr><tr><td>19-11-2019 01:03:30</td><td>Vishal Dodekar</td><td>New</td><td></td><td>-</td></tr><tr><td>19-11-2019 01:03:11</td><td>Vishal Dodekar</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                                                                                                                                                                                                          |                            |                                                                                       |                | Date Time | Technician Name | Status | Remark              | Sign          | 19-11-2019 05:38:29                                                                                                                                                                                      | Vishal Dodekar | Completed | complete |  | 19-11-2019 05:06:32 | Vishal Dodekar | New |  | - | 19-11-2019 01:03:30 | Vishal Dodekar | New |  | - | 19-11-2019 01:03:11 | Vishal Dodekar | New |  | - |
| Date Time                                                                 | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Status                                                                                                                                                                                                   | Remark                     | Sign                                                                                  |                |           |                 |        |                     |               |                                                                                                                                                                                                          |                |           |          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 19-11-2019 05:38:29                                                       | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Completed                                                                                                                                                                                                | complete                   |  |                |           |                 |        |                     |               |                                                                                                                                                                                                          |                |           |          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 19-11-2019 05:06:32                                                       | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | New                                                                                                                                                                                                      |                            | -                                                                                     |                |           |                 |        |                     |               |                                                                                                                                                                                                          |                |           |          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 19-11-2019 01:03:30                                                       | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | New                                                                                                                                                                                                      |                            | -                                                                                     |                |           |                 |        |                     |               |                                                                                                                                                                                                          |                |           |          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 19-11-2019 01:03:11                                                       | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 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>14-11-2019 01:13:30</td><td>Harshal Gujar</td><td>checking machine servicing and check disk problem not solve windows format c disk data backup and c disk format new Windows 7 installed all basic software ism 6.3 software installed machine working ok</td></tr></tbody></table>                                                                                                                                                                                                                               |                                                                                                                                                                                                          |                            |                                                                                       |                | Date Time | Technician Name | Remark | 14-11-2019 01:13:30 | Harshal Gujar | checking machine servicing and check disk problem not solve windows format c disk data backup and c disk format new Windows 7 installed all basic software ism 6.3 software installed machine working ok |                |           |          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| Date Time                                                                 | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Remark                                                                                                                                                                                                   |                            |                                                                                       |                |           |                 |        |                     |               |                                                                                                                                                                                                          |                |           |          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 14-11-2019 01:13:30                                                       | Harshal Gujar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | checking machine servicing and check disk problem not solve windows format c disk data backup and c disk format new Windows 7 installed all basic software ism 6.3 software installed machine working ok |                            |                                                                                       |                |           |                 |        |                     |               |                                                                                                                                                                                                          |                |           |          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |