

# 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 : SI204</b>                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                            |                                           |                                                                                       |                |           |                 |        |                     |                |                                                                            |                     |                |                                                           |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
|---------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|-------------------------------------------|---------------------------------------------------------------------------------------|----------------|-----------|-----------------|--------|---------------------|----------------|----------------------------------------------------------------------------|---------------------|----------------|-----------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------|----------------|-----|--|---|---------------------|----------------|-----|--|---|
| <b>Priority :</b>                                                         | Low                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                            |                                           |                                                                                       |                |           |                 |        |                     |                |                                                                            |                     |                |                                                           |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Created By :</b>                                                       | Admin - Shubham Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                            |                                           |                                                                                       |                |           |                 |        |                     |                |                                                                            |                     |                |                                                           |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complaint Mob. No. :</b>                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                            |                                           |                                                                                       |                |           |                 |        |                     |                |                                                                            |                     |                |                                                           |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Technician Name :</b>                                                  | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                            | <b>Technician Mobile :</b>                | 7021012768                                                                            |                |           |                 |        |                     |                |                                                                            |                     |                |                                                           |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Ticket Type :</b>                                                      | Complain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>Date &amp; Time :</b>                                                   | 10-01-2020 11:17:04                       |                                                                                       |                |           |                 |        |                     |                |                                                                            |                     |                |                                                           |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Vendor Details :</b>                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                            |                                           |                                                                                       |                |           |                 |        |                     |                |                                                                            |                     |                |                                                           |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| Company Name/Client Name :                                                | Office Of The Collector & District Magistrate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Customer's Mobile :                                                        |                                           | Name :                                                                                | Saurabh Randle |           |                 |        |                     |                |                                                                            |                     |                |                                                           |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Address :</b>                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                            |                                           |                                                                                       |                |           |                 |        |                     |                |                                                                            |                     |                |                                                           |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| Mumbai , Fort, Mumbai, Maharashtra 400001, India , , 400001 , Maharashtra |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                            |                                           |                                                                                       |                |           |                 |        |                     |                |                                                                            |                     |                |                                                           |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>AMC Details :</b>                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                            |                                           |                                                                                       |                |           |                 |        |                     |                |                                                                            |                     |                |                                                           |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| Expiry Date :                                                             | 06-08-2020 12:00:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                            | Type :                                    | Non-Comprehensive                                                                     |                |           |                 |        |                     |                |                                                                            |                     |                |                                                           |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Product Name :</b>                                                     | Desktop Computer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                            |                                           |                                                                                       |                |           |                 |        |                     |                |                                                                            |                     |                |                                                           |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain :</b>                                                         | entertainment 3rd floor sharvari madam                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                            |                                           |                                                                                       |                |           |                 |        |                     |                |                                                                            |                     |                |                                                           |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Technician Comment :</b>                                               | clean ram , check disk , windows activate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                            |                                           |                                                                                       |                |           |                 |        |                     |                |                                                                            |                     |                |                                                           |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain Operator :</b>                                                | Desktop - Shubham Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                            |                                           |                                                                                       |                |           |                 |        |                     |                |                                                                            |                     |                |                                                           |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Remark :</b>                                                           | clean ram , check disk , windows activate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                            |                                           |                                                                                       |                |           |                 |        |                     |                |                                                                            |                     |                |                                                           |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <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>10-01-2020 01:55:19</td><td>Vishal Dodekar</td><td>Completed</td><td>clean ram , check disk , windows activate</td><td></td></tr><tr><td>10-01-2020 11:25:54</td><td>Vishal Dodekar</td><td>New</td><td></td><td>-</td></tr><tr><td>10-01-2020 11:17:05</td><td>Vishal Dodekar</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                                                                            |                                           |                                                                                       |                | Date Time | Technician Name | Status | Remark              | Sign           | 10-01-2020 01:55:19                                                        | Vishal Dodekar      | Completed      | clean ram , check disk , windows activate                 |  | 10-01-2020 11:25:54 | Vishal Dodekar | New |  | - | 10-01-2020 11:17:05 | Vishal Dodekar | New |  | - |
| Date Time                                                                 | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Status                                                                     | Remark                                    | Sign                                                                                  |                |           |                 |        |                     |                |                                                                            |                     |                |                                                           |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 10-01-2020 01:55:19                                                       | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Completed                                                                  | clean ram , check disk , windows activate |  |                |           |                 |        |                     |                |                                                                            |                     |                |                                                           |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 10-01-2020 11:25:54                                                       | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | New                                                                        |                                           | -                                                                                     |                |           |                 |        |                     |                |                                                                            |                     |                |                                                           |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 10-01-2020 11:17:05                                                       | 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>09-01-2020 10:31:38</td><td>Vishal Dodekar</td><td>download samsung printer driver , share in network , connected to other pc</td></tr><tr><td>09-01-2020 10:06:58</td><td>Vishal Dodekar</td><td>visit to old custom House is complete , not problem found</td></tr></tbody></table>                                                                                                                                                                    |                                                                            |                                           |                                                                                       |                | Date Time | Technician Name | Remark | 09-01-2020 10:31:38 | Vishal Dodekar | download samsung printer driver , share in network , connected to other pc | 09-01-2020 10:06:58 | Vishal Dodekar | visit to old custom House is complete , not problem found |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| Date Time                                                                 | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Remark                                                                     |                                           |                                                                                       |                |           |                 |        |                     |                |                                                                            |                     |                |                                                           |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 09-01-2020 10:31:38                                                       | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | download samsung printer driver , share in network , connected to other pc |                                           |                                                                                       |                |           |                 |        |                     |                |                                                                            |                     |                |                                                           |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 09-01-2020 10:06:58                                                       | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | visit to old custom House is complete , not problem found                  |                                           |                                                                                       |                |           |                 |        |                     |                |                                                                            |                     |                |                                                           |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |