

# 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 : SI255</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>                                                         | 28-01-2020 12:57:12                                                                     |                                                                                       |                |           |                 |        |                     |                |                     |                     |               |                                                                                         |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Vendor Details :</b>                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                  |                                                                                         |                                                                                       |                |           |                 |        |                     |                |                     |                     |               |                                                                                         |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Company Name/Client Name :</b>                                         | Office Of The Collector & District Magistratc                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Customer's Mobile :</b>                                                       |                                                                                         | <b>Name :</b>                                                                         | Saurabh Randle |           |                 |        |                     |                |                     |                     |               |                                                                                         |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Address :</b>                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                  |                                                                                         |                                                                                       |                |           |                 |        |                     |                |                     |                     |               |                                                                                         |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| Mumbai , Fort, Mumbai, Maharashtra 400001, India , , 400001 , Maharashtra |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                  |                                                                                         |                                                                                       |                |           |                 |        |                     |                |                     |                     |               |                                                                                         |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>AMC Details :</b>                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                  |                                                                                         |                                                                                       |                |           |                 |        |                     |                |                     |                     |               |                                                                                         |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Expiry Date :</b>                                                      | 06-08-2020 12:00:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                  | <b>Type :</b>                                                                           | Non-Comprehensive                                                                     |                |           |                 |        |                     |                |                     |                     |               |                                                                                         |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Product Name :</b>                                                     | Desktop Computer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                  |                                                                                         |                                                                                       |                |           |                 |        |                     |                |                     |                     |               |                                                                                         |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain :</b>                                                         | machine not working                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                  |                                                                                         |                                                                                       |                |           |                 |        |                     |                |                     |                     |               |                                                                                         |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Technician Comment :</b>                                               | clean ram ,change bios settings , set hhd on top priority, delete temp file, check disk                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                  |                                                                                         |                                                                                       |                |           |                 |        |                     |                |                     |                     |               |                                                                                         |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain Operator :</b>                                                | Desktop - Shubham Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                  |                                                                                         |                                                                                       |                |           |                 |        |                     |                |                     |                     |               |                                                                                         |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Remark :</b>                                                           | clean ram ,change bios settings , set hhd on top priority, delete temp file, check disk                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                  |                                                                                         |                                                                                       |                |           |                 |        |                     |                |                     |                     |               |                                                                                         |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <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>28-01-2020 03:36:36</td><td>Vishal Dodekar</td><td>Completed</td><td>clean ram ,change bios settings , set hhd on top priority, delete temp file, check disk</td><td></td></tr><tr><td>28-01-2020 02:53:30</td><td>Vishal Dodekar</td><td>New</td><td></td><td>-</td></tr><tr><td>28-01-2020 12:57:13</td><td>Vishal Dodekar</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                                                                                  |                                                                                         |                                                                                       |                | Date Time | Technician Name | Status | Remark              | Sign           | 28-01-2020 03:36:36 | Vishal Dodekar      | Completed     | clean ram ,change bios settings , set hhd on top priority, delete temp file, check disk |  | 28-01-2020 02:53:30 | Vishal Dodekar | New |  | - | 28-01-2020 12:57:13 | Vishal Dodekar | New |  | - |
| Date Time                                                                 | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Status                                                                           | Remark                                                                                  | Sign                                                                                  |                |           |                 |        |                     |                |                     |                     |               |                                                                                         |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 28-01-2020 03:36:36                                                       | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Completed                                                                        | clean ram ,change bios settings , set hhd on top priority, delete temp file, check disk |  |                |           |                 |        |                     |                |                     |                     |               |                                                                                         |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 28-01-2020 02:53:30                                                       | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | New                                                                              |                                                                                         | -                                                                                     |                |           |                 |        |                     |                |                     |                     |               |                                                                                         |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 28-01-2020 12:57:13                                                       | 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>24-01-2020 10:23:38</td><td>Vishal Dodekar</td><td>visit complete</td></tr><tr><td>22-01-2020 10:41:14</td><td>Harshal Gujar</td><td>machine check disk but is not work HDD problem not working.(need to change HDD).</td></tr></tbody></table>                                                                                                                                                                                                                                                        |                                                                                  |                                                                                         |                                                                                       |                | Date Time | Technician Name | Remark | 24-01-2020 10:23:38 | Vishal Dodekar | visit complete      | 22-01-2020 10:41:14 | Harshal Gujar | machine check disk but is not work HDD problem not working.(need to change HDD).        |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| Date Time                                                                 | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Remark                                                                           |                                                                                         |                                                                                       |                |           |                 |        |                     |                |                     |                     |               |                                                                                         |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 24-01-2020 10:23:38                                                       | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | visit complete                                                                   |                                                                                         |                                                                                       |                |           |                 |        |                     |                |                     |                     |               |                                                                                         |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 22-01-2020 10:41:14                                                       | Harshal Gujar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | machine check disk but is not work HDD problem not working.(need to change HDD). |                                                                                         |                                                                                       |                |           |                 |        |                     |                |                     |                     |               |                                                                                         |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |