

# B K Infotech

Regd. Office : 506 Swapna Siddhi, Akurli Road, kandivali East Mumbai - 400 064, India.  
Support : | W : <http://www.bkinfotech.in>  
E : [kalpesh@bkinfotech.in](mailto:kalpesh@bkinfotech.in)

| <b>Service Status Details : BK1071</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                            |                                    |                                                                                       |                  |           |                 |        |                     |                 |                                                                                                                                                                                                                                                                                                                            |                     |               |                                            |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|---------------------------------------------------------------------------------------|------------------|-----------|-----------------|--------|---------------------|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------|--------------------------------------------|---------------------------------------------------------------------------------------|---------------------|--------------|-----|--|---|---------------------|--------------|-----|--|---|
| <b>Priority :</b>                      | High                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                            |                                    |                                                                                       |                  |           |                 |        |                     |                 |                                                                                                                                                                                                                                                                                                                            |                     |               |                                            |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Created By :</b>                    | Admin - Kalpesh Jain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                            |                                    |                                                                                       |                  |           |                 |        |                     |                 |                                                                                                                                                                                                                                                                                                                            |                     |               |                                            |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Complaint Mob. No. :</b>            | 9930898946                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                            |                                    |                                                                                       |                  |           |                 |        |                     |                 |                                                                                                                                                                                                                                                                                                                            |                     |               |                                            |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Technician Name :</b>               | Mayur Pitale                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                            | <b>Technician Mobile :</b>         | 9136841703                                                                            |                  |           |                 |        |                     |                 |                                                                                                                                                                                                                                                                                                                            |                     |               |                                            |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Ticket Type :</b>                   | Complain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Date &amp; Time :</b>                                                                                                                                                                                                                                                                                                   | 16-10-2019 12:20:50                |                                                                                       |                  |           |                 |        |                     |                 |                                                                                                                                                                                                                                                                                                                            |                     |               |                                            |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Vendor Details :</b>                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                            |                                    |                                                                                       |                  |           |                 |        |                     |                 |                                                                                                                                                                                                                                                                                                                            |                     |               |                                            |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| Company Name/Client Name :             | Shah Advertising                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Customer's Mobile :                                                                                                                                                                                                                                                                                                        | 9930898946                         | Name :                                                                                | Shah Advertising |           |                 |        |                     |                 |                                                                                                                                                                                                                                                                                                                            |                     |               |                                            |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Address :</b>                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                            |                                    |                                                                                       |                  |           |                 |        |                     |                 |                                                                                                                                                                                                                                                                                                                            |                     |               |                                            |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| Mumbai , , , , Maharashtra             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                            |                                    |                                                                                       |                  |           |                 |        |                     |                 |                                                                                                                                                                                                                                                                                                                            |                     |               |                                            |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>AMC Details :</b>                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                            |                                    |                                                                                       |                  |           |                 |        |                     |                 |                                                                                                                                                                                                                                                                                                                            |                     |               |                                            |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| Expiry Date :                          | 01-01-1970 05:30:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                            | Type :                             |                                                                                       |                  |           |                 |        |                     |                 |                                                                                                                                                                                                                                                                                                                            |                     |               |                                            |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Product Name :</b>                  | accessories                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                            |                                    |                                                                                       |                  |           |                 |        |                     |                 |                                                                                                                                                                                                                                                                                                                            |                     |               |                                            |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Complain :</b>                      | printer IP address change n install                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                            |                                    |                                                                                       |                  |           |                 |        |                     |                 |                                                                                                                                                                                                                                                                                                                            |                     |               |                                            |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Technician Comment :</b>            | router ip changed all working fine                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                            |                                    |                                                                                       |                  |           |                 |        |                     |                 |                                                                                                                                                                                                                                                                                                                            |                     |               |                                            |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Complain Operator :</b>             | Desktop - Kalpesh Jain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                            |                                    |                                                                                       |                  |           |                 |        |                     |                 |                                                                                                                                                                                                                                                                                                                            |                     |               |                                            |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Remark :</b>                        | router ip changed all working fine                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                            |                                    |                                                                                       |                  |           |                 |        |                     |                 |                                                                                                                                                                                                                                                                                                                            |                     |               |                                            |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <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>17-10-2019 12:20:58</td><td>Mayur Pitale</td><td>Completed</td><td>router ip changed all working fine</td><td></td></tr><tr><td>16-10-2019 12:20:56</td><td>Mayur Pitale</td><td>New</td><td></td><td>-</td></tr><tr><td>16-10-2019 12:20:50</td><td>Mayur Pitale</td><td>New</td><td></td><td>-</td></tr></tbody></table>                                                                            |                                                                                                                                                                                                                                                                                                                            |                                    |                                                                                       |                  | Date Time | Technician Name | Status | Remark              | Sign            | 17-10-2019 12:20:58                                                                                                                                                                                                                                                                                                        | Mayur Pitale        | Completed     | router ip changed all working fine         |  | 16-10-2019 12:20:56 | Mayur Pitale | New |  | - | 16-10-2019 12:20:50 | Mayur Pitale | New |  | - |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Status                                                                                                                                                                                                                                                                                                                     | Remark                             | Sign                                                                                  |                  |           |                 |        |                     |                 |                                                                                                                                                                                                                                                                                                                            |                     |               |                                            |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| 17-10-2019 12:20:58                    | Mayur Pitale                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Completed                                                                                                                                                                                                                                                                                                                  | router ip changed all working fine |  |                  |           |                 |        |                     |                 |                                                                                                                                                                                                                                                                                                                            |                     |               |                                            |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| 16-10-2019 12:20:56                    | Mayur Pitale                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | New                                                                                                                                                                                                                                                                                                                        |                                    | -                                                                                     |                  |           |                 |        |                     |                 |                                                                                                                                                                                                                                                                                                                            |                     |               |                                            |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| 16-10-2019 12:20:50                    | Mayur Pitale                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 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>23-10-2019 04:58:53</td><td>Dhiraj ManeMane</td><td>Comp Name : Shah Publicity User Name : Yogesh PC No 1 Work : Internet Not working PC No 1 + PC No 4 Dipti Hp printer not working +Scanner issue. Status : Internet Connection Reset Now working + Dipti Madam system PC No 4 Hp Laserjet M1213 NF MFP installed Work complete User Sign By : Dipti Patel All system in Amc</td></tr><tr><td>13-09-2019 12:16:01</td><td>ShubhamBhojne</td><td>moisture issue ram clean than system start</td></tr></tbody></table> |                                                                                                                                                                                                                                                                                                                            |                                    |                                                                                       |                  | Date Time | Technician Name | Remark | 23-10-2019 04:58:53 | Dhiraj ManeMane | Comp Name : Shah Publicity User Name : Yogesh PC No 1 Work : Internet Not working PC No 1 + PC No 4 Dipti Hp printer not working +Scanner issue. Status : Internet Connection Reset Now working + Dipti Madam system PC No 4 Hp Laserjet M1213 NF MFP installed Work complete User Sign By : Dipti Patel All system in Amc | 13-09-2019 12:16:01 | ShubhamBhojne | moisture issue ram clean than system start |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Remark                                                                                                                                                                                                                                                                                                                     |                                    |                                                                                       |                  |           |                 |        |                     |                 |                                                                                                                                                                                                                                                                                                                            |                     |               |                                            |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| 23-10-2019 04:58:53                    | Dhiraj ManeMane                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Comp Name : Shah Publicity User Name : Yogesh PC No 1 Work : Internet Not working PC No 1 + PC No 4 Dipti Hp printer not working +Scanner issue. Status : Internet Connection Reset Now working + Dipti Madam system PC No 4 Hp Laserjet M1213 NF MFP installed Work complete User Sign By : Dipti Patel All system in Amc |                                    |                                                                                       |                  |           |                 |        |                     |                 |                                                                                                                                                                                                                                                                                                                            |                     |               |                                            |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| 13-09-2019 12:16:01                    | ShubhamBhojne                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | moisture issue ram clean than system start                                                                                                                                                                                                                                                                                 |                                    |                                                                                       |                  |           |                 |        |                     |                 |                                                                                                                                                                                                                                                                                                                            |                     |               |                                            |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |