

# 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 : SI328</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>                                                   | 03-03-2020 11:57:33        |                                                                                       |               |           |                 |        |                     |                |                                                                            |                     |                |                |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Vendor Details :</b>                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                            |                            |                                                                                       |               |           |                 |        |                     |                |                                                                            |                     |                |                |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| Company Name/Client Name :                                          | Directorate Of Printing & Stationery                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Customer's Mobile :                                                        |                            | Name :                                                                                | Sudhakar More |           |                 |        |                     |                |                                                                            |                     |                |                |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Address :</b>                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                            |                            |                                                                                       |               |           |                 |        |                     |                |                                                                            |                     |                |                |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| Mumbai , Near Charni Road Railway Station, , , 400004 , Maharashtra |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                            |                            |                                                                                       |               |           |                 |        |                     |                |                                                                            |                     |                |                |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>AMC Details :</b>                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                            |                            |                                                                                       |               |           |                 |        |                     |                |                                                                            |                     |                |                |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| Expiry Date :                                                       | 06-08-2020 12:00:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                            | Type :                     | Comprehensive                                                                         |               |           |                 |        |                     |                |                                                                            |                     |                |                |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Product Name :</b>                                               | Desktop Computer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                            |                            |                                                                                       |               |           |                 |        |                     |                |                                                                            |                     |                |                |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain :</b>                                                   | visit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                            |                            |                                                                                       |               |           |                 |        |                     |                |                                                                            |                     |                |                |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Technician Comment :</b>                                         | Visit complete                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                            |                            |                                                                                       |               |           |                 |        |                     |                |                                                                            |                     |                |                |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain Operator :</b>                                          | Desktop - Shubham Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                            |                            |                                                                                       |               |           |                 |        |                     |                |                                                                            |                     |                |                |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Remark :</b>                                                     | Visit complete                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                            |                            |                                                                                       |               |           |                 |        |                     |                |                                                                            |                     |                |                |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Status History :</b>                                             | <table><thead><tr><th>Date Time</th><th>Technician Name</th><th>Status</th><th>Remark</th><th>Sign</th></tr></thead><tbody><tr><td>03-03-2020 02:15:30</td><td>Vishal Dodekar</td><td>Completed</td><td>Visit complete</td><td></td></tr><tr><td>03-03-2020 11:57:45</td><td>Vishal Dodekar</td><td>New</td><td></td><td>-</td></tr><tr><td>03-03-2020 11:57:34</td><td>Vishal Dodekar</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                                                                            |                            |                                                                                       |               | Date Time | Technician Name | Status | Remark              | Sign           | 03-03-2020 02:15:30                                                        | Vishal Dodekar      | Completed      | Visit complete |  | 03-03-2020 11:57:45 | Vishal Dodekar | New |  | - | 03-03-2020 11:57:34 | Vishal Dodekar | New |  | - |
| Date Time                                                           | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Status                                                                     | Remark                     | Sign                                                                                  |               |           |                 |        |                     |                |                                                                            |                     |                |                |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 03-03-2020 02:15:30                                                 | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Completed                                                                  | Visit complete             |  |               |           |                 |        |                     |                |                                                                            |                     |                |                |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 03-03-2020 11:57:45                                                 | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | New                                                                        |                            | -                                                                                     |               |           |                 |        |                     |                |                                                                            |                     |                |                |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 03-03-2020 11:57:34                                                 | 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>02-03-2020 10:04:12</td><td>Vishal Dodekar</td><td>visit complete, 2 printer problem solve( dublex problem, not proper print)</td></tr><tr><td>29-02-2020 12:00:34</td><td>Vishal Dodekar</td><td>office visit</td></tr></tbody></table>                                                                                                                                                                                      |                                                                            |                            |                                                                                       |               | Date Time | Technician Name | Remark | 02-03-2020 10:04:12 | Vishal Dodekar | visit complete, 2 printer problem solve( dublex problem, not proper print) | 29-02-2020 12:00:34 | Vishal Dodekar | office visit   |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| Date Time                                                           | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Remark                                                                     |                            |                                                                                       |               |           |                 |        |                     |                |                                                                            |                     |                |                |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 02-03-2020 10:04:12                                                 | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | visit complete, 2 printer problem solve( dublex problem, not proper print) |                            |                                                                                       |               |           |                 |        |                     |                |                                                                            |                     |                |                |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 29-02-2020 12:00:34                                                 | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | office visit                                                               |                            |                                                                                       |               |           |                 |        |                     |                |                                                                            |                     |                |                |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |