

# 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 : SI451</b>                               |                                                                                                                                                                                                                                                                                                                                                |                                                                                         |                            |               |               |           |                 |        |                     |              |                                                                                         |                     |               |  |   |                     |               |     |  |   |
|---------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|----------------------------|---------------|---------------|-----------|-----------------|--------|---------------------|--------------|-----------------------------------------------------------------------------------------|---------------------|---------------|--|---|---------------------|---------------|-----|--|---|
| <b>Priority :</b>                                                   | Low                                                                                                                                                                                                                                                                                                                                            |                                                                                         |                            |               |               |           |                 |        |                     |              |                                                                                         |                     |               |  |   |                     |               |     |  |   |
| <b>Created By :</b>                                                 | Admin - Shubham Infotech                                                                                                                                                                                                                                                                                                                       |                                                                                         |                            |               |               |           |                 |        |                     |              |                                                                                         |                     |               |  |   |                     |               |     |  |   |
| <b>Complaint Mob. No. :</b>                                         |                                                                                                                                                                                                                                                                                                                                                |                                                                                         |                            |               |               |           |                 |        |                     |              |                                                                                         |                     |               |  |   |                     |               |     |  |   |
| <b>Technician Name :</b>                                            | Harshal Gujar                                                                                                                                                                                                                                                                                                                                  |                                                                                         | <b>Technician Mobile :</b> | 7710866227    |               |           |                 |        |                     |              |                                                                                         |                     |               |  |   |                     |               |     |  |   |
| <b>Ticket Type :</b>                                                | Complain                                                                                                                                                                                                                                                                                                                                       | <b>Date &amp; Time :</b>                                                                | 25-11-2020 01:00:28        |               |               |           |                 |        |                     |              |                                                                                         |                     |               |  |   |                     |               |     |  |   |
| <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>                                               | software                                                                                                                                                                                                                                                                                                                                       |                                                                                         |                            |               |               |           |                 |        |                     |              |                                                                                         |                     |               |  |   |                     |               |     |  |   |
| <b>Complain :</b>                                                   | software installation                                                                                                                                                                                                                                                                                                                          |                                                                                         |                            |               |               |           |                 |        |                     |              |                                                                                         |                     |               |  |   |                     |               |     |  |   |
| <b>Technician Comment :</b>                                         |                                                                                                                                                                                                                                                                                                                                                |                                                                                         |                            |               |               |           |                 |        |                     |              |                                                                                         |                     |               |  |   |                     |               |     |  |   |
| <b>Complain Operator :</b>                                          | Desktop - Shubham Infotech                                                                                                                                                                                                                                                                                                                     |                                                                                         |                            |               |               |           |                 |        |                     |              |                                                                                         |                     |               |  |   |                     |               |     |  |   |
| <b>Remark :</b>                                                     |                                                                                                                                                                                                                                                                                                                                                |                                                                                         |                            |               |               |           |                 |        |                     |              |                                                                                         |                     |               |  |   |                     |               |     |  |   |
| <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>25-11-2020 01:00:41</td><td>Harshal Gujar</td><td>New</td><td></td><td>-</td></tr><tr><td>25-11-2020 01:00:28</td><td>Harshal Gujar</td><td>New</td><td></td><td>-</td></tr></tbody></table>                |                                                                                         |                            |               |               | Date Time | Technician Name | Status | Remark              | Sign         | 25-11-2020 01:00:41                                                                     | Harshal Gujar       | New           |  | - | 25-11-2020 01:00:28 | Harshal Gujar | New |  | - |
| Date Time                                                           | Technician Name                                                                                                                                                                                                                                                                                                                                | Status                                                                                  | Remark                     | Sign          |               |           |                 |        |                     |              |                                                                                         |                     |               |  |   |                     |               |     |  |   |
| 25-11-2020 01:00:41                                                 | Harshal Gujar                                                                                                                                                                                                                                                                                                                                  | New                                                                                     |                            | -             |               |           |                 |        |                     |              |                                                                                         |                     |               |  |   |                     |               |     |  |   |
| 25-11-2020 01:00:28                                                 | Harshal Gujar                                                                                                                                                                                                                                                                                                                                  | 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>05-02-2021 12:03:42</td><td>PratikJadhav</td><td>replace motherboard working properly no issues<br/>collect old mother board accer person</td></tr><tr><td>23-11-2020 12:06:27</td><td>Harshal Gujar</td><td></td></tr></tbody></table> |                                                                                         |                            |               |               | Date Time | Technician Name | Remark | 05-02-2021 12:03:42 | PratikJadhav | replace motherboard working properly no issues<br>collect old mother board accer person | 23-11-2020 12:06:27 | Harshal Gujar |  |   |                     |               |     |  |   |
| Date Time                                                           | Technician Name                                                                                                                                                                                                                                                                                                                                | Remark                                                                                  |                            |               |               |           |                 |        |                     |              |                                                                                         |                     |               |  |   |                     |               |     |  |   |
| 05-02-2021 12:03:42                                                 | PratikJadhav                                                                                                                                                                                                                                                                                                                                   | replace motherboard working properly no issues<br>collect old mother board accer person |                            |               |               |           |                 |        |                     |              |                                                                                         |                     |               |  |   |                     |               |     |  |   |
| 23-11-2020 12:06:27                                                 | Harshal Gujar                                                                                                                                                                                                                                                                                                                                  |                                                                                         |                            |               |               |           |                 |        |                     |              |                                                                                         |                     |               |  |   |                     |               |     |  |   |