

# 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 : SI170</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>                                                                           | 01-01-2020 11:09:52                               |                                                                                       |           |           |                 |        |                     |               |                     |                     |                |                                                                                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Vendor Details :</b>                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                    |                                                   |                                                                                       |           |           |                 |        |                     |               |                     |                     |                |                                                                                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Company Name/Client Name :</b>                                   | Government Central Press                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>Customer's Mobile :</b>                                                                         |                                                   | <b>Name :</b>                                                                         | Umesh Sir |           |                 |        |                     |               |                     |                     |                |                                                                                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Address :</b>                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                    |                                                   |                                                                                       |           |           |                 |        |                     |               |                     |                     |                |                                                                                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| Mumbai , Near Charni Road Railway Station, , , 400004 , Maharashtra |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                    |                                                   |                                                                                       |           |           |                 |        |                     |               |                     |                     |                |                                                                                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>AMC Details :</b>                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                    |                                                   |                                                                                       |           |           |                 |        |                     |               |                     |                     |                |                                                                                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Expiry Date :</b>                                                | 29-09-2020 12:00:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                    | <b>Type :</b>                                     | Comprehensive                                                                         |           |           |                 |        |                     |               |                     |                     |                |                                                                                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Product Name :</b>                                               | Desktop Computer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                    |                                                   |                                                                                       |           |           |                 |        |                     |               |                     |                     |                |                                                                                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain :</b>                                                   | visit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                    |                                                   |                                                                                       |           |           |                 |        |                     |               |                     |                     |                |                                                                                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Technician Comment :</b>                                         | all pc check , printer connection problem (solve)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                    |                                                   |                                                                                       |           |           |                 |        |                     |               |                     |                     |                |                                                                                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain Operator :</b>                                          | Desktop - Shubham Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                    |                                                   |                                                                                       |           |           |                 |        |                     |               |                     |                     |                |                                                                                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Remark :</b>                                                     | all pc check , printer connection problem (solve)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                    |                                                   |                                                                                       |           |           |                 |        |                     |               |                     |                     |                |                                                                                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <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>01-01-2020 02:36:41</td><td>Vishal Dodekar</td><td>Completed</td><td>all pc check , printer connection problem (solve)</td><td></td></tr><tr><td>01-01-2020 11:10:02</td><td>Vishal Dodekar</td><td>New</td><td></td><td>-</td></tr><tr><td>01-01-2020 11:09:53</td><td>Vishal Dodekar</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                                                                                                    |                                                   |                                                                                       |           | Date Time | Technician Name | Status | Remark              | Sign          | 01-01-2020 02:36:41 | Vishal Dodekar      | Completed      | all pc check , printer connection problem (solve)                                                  |  | 01-01-2020 11:10:02 | Vishal Dodekar | New |  | - | 01-01-2020 11:09:53 | Vishal Dodekar | New |  | - |
| Date Time                                                           | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Status                                                                                             | Remark                                            | Sign                                                                                  |           |           |                 |        |                     |               |                     |                     |                |                                                                                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 01-01-2020 02:36:41                                                 | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Completed                                                                                          | all pc check , printer connection problem (solve) |  |           |           |                 |        |                     |               |                     |                     |                |                                                                                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 01-01-2020 11:10:02                                                 | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | New                                                                                                |                                                   | -                                                                                     |           |           |                 |        |                     |               |                     |                     |                |                                                                                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 01-01-2020 11:09:53                                                 | 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>02-01-2020 10:24:10</td><td>Harshal Gujar</td><td></td></tr><tr><td>31-12-2019 09:58:17</td><td>Vishal Dodekar</td><td>complete daily routine check of pc , one ms office word po problem solve ( install new ms office )</td></tr></tbody></table>                                                                                                                                                                                                              |                                                                                                    |                                                   |                                                                                       |           | Date Time | Technician Name | Remark | 02-01-2020 10:24:10 | Harshal Gujar |                     | 31-12-2019 09:58:17 | Vishal Dodekar | complete daily routine check of pc , one ms office word po problem solve ( install new ms office ) |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| Date Time                                                           | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Remark                                                                                             |                                                   |                                                                                       |           |           |                 |        |                     |               |                     |                     |                |                                                                                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 02-01-2020 10:24:10                                                 | Harshal Gujar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                    |                                                   |                                                                                       |           |           |                 |        |                     |               |                     |                     |                |                                                                                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 31-12-2019 09:58:17                                                 | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | complete daily routine check of pc , one ms office word po problem solve ( install new ms office ) |                                                   |                                                                                       |           |           |                 |        |                     |               |                     |                     |                |                                                                                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |