

# 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 : SI89</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> | 06-12-2019 11:46:45        |               |           |           |                 |        |                     |                |                     |                     |               |  |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Vendor Details :</b>                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                          |                            |               |           |           |                 |        |                     |                |                     |                     |               |  |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| Company Name/Client Name :                                          | Government Central Press                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Customer's Mobile :      |                            | Name :        | Umesh Sir |           |                 |        |                     |                |                     |                     |               |  |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Address :</b>                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                          |                            |               |           |           |                 |        |                     |                |                     |                     |               |  |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| Mumbai , Near Charni Road Railway Station, , , 400004 , Maharashtra |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                          |                            |               |           |           |                 |        |                     |                |                     |                     |               |  |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>AMC Details :</b>                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                          |                            |               |           |           |                 |        |                     |                |                     |                     |               |  |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| Expiry Date :                                                       | 29-09-2020 12:00:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          | Type :                     | Comprehensive |           |           |                 |        |                     |                |                     |                     |               |  |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Product Name :</b>                                               | Desktop Computer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                          |                            |               |           |           |                 |        |                     |                |                     |                     |               |  |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain :</b>                                                   | machine 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>06-12-2019 04:39:44</td><td>Vishal Dodekar</td><td>In Progress</td><td></td><td>-</td></tr><tr><td>06-12-2019 03:10:21</td><td>Vishal Dodekar</td><td>New</td><td></td><td>-</td></tr><tr><td>06-12-2019 11:46:54</td><td>Vishal Dodekar</td><td>New</td><td></td><td>-</td></tr><tr><td>06-12-2019 11:46:46</td><td>Vishal Dodekar</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                          |                            |               |           | Date Time | Technician Name | Status | Remark              | Sign           | 06-12-2019 04:39:44 | Vishal Dodekar      | In Progress   |  | - | 06-12-2019 03:10:21 | Vishal Dodekar | New |  | - | 06-12-2019 11:46:54 | Vishal Dodekar | New |  | - | 06-12-2019 11:46:46 | Vishal Dodekar | New |  | - |
| Date Time                                                           | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Status                   | Remark                     | Sign          |           |           |                 |        |                     |                |                     |                     |               |  |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 06-12-2019 04:39:44                                                 | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | In Progress              |                            | -             |           |           |                 |        |                     |                |                     |                     |               |  |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 06-12-2019 03:10:21                                                 | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | New                      |                            | -             |           |           |                 |        |                     |                |                     |                     |               |  |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 06-12-2019 11:46:54                                                 | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | New                      |                            | -             |           |           |                 |        |                     |                |                     |                     |               |  |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 06-12-2019 11:46:46                                                 | 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>05-12-2019 12:02:24</td><td>Vishal Dodekar</td><td></td></tr><tr><td>04-12-2019 12:44:55</td><td>Harshal Gujar</td><td></td></tr></tbody></table>                                                                                                                                                                                                                                                                        |                          |                            |               |           | Date Time | Technician Name | Remark | 05-12-2019 12:02:24 | Vishal Dodekar |                     | 04-12-2019 12:44:55 | Harshal Gujar |  |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| Date Time                                                           | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Remark                   |                            |               |           |           |                 |        |                     |                |                     |                     |               |  |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 05-12-2019 12:02:24                                                 | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                          |                            |               |           |           |                 |        |                     |                |                     |                     |               |  |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 04-12-2019 12:44:55                                                 | Harshal Gujar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |                            |               |           |           |                 |        |                     |                |                     |                     |               |  |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |