

# 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 : SI147</b>                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                             |                            |                                                                                       |              |           |                 |        |                     |               |                                                                                             |                     |                |                                                          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|----------------------------|---------------------------------------------------------------------------------------|--------------|-----------|-----------------|--------|---------------------|---------------|---------------------------------------------------------------------------------------------|---------------------|----------------|----------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------|----------------|-----|--|---|---------------------|----------------|-----|--|---|
| <b>Priority :</b>                                                                  | Low                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                             |                            |                                                                                       |              |           |                 |        |                     |               |                                                                                             |                     |                |                                                          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Created By :</b>                                                                | Admin - Shubham Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                             |                            |                                                                                       |              |           |                 |        |                     |               |                                                                                             |                     |                |                                                          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complaint Mob. No. :</b>                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                             |                            |                                                                                       |              |           |                 |        |                     |               |                                                                                             |                     |                |                                                          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Technician Name :</b>                                                           | Aarti Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                             | <b>Technician Mobile :</b> | 9920433449                                                                            |              |           |                 |        |                     |               |                                                                                             |                     |                |                                                          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Ticket Type :</b>                                                               | Complain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Date &amp; Time :</b>                                                                    | 24-12-2019 11:25:42        |                                                                                       |              |           |                 |        |                     |               |                                                                                             |                     |                |                                                          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Vendor Details :</b>                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                             |                            |                                                                                       |              |           |                 |        |                     |               |                                                                                             |                     |                |                                                          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| Company Name/Client Name :                                                         | Rangbhoomi Prayog Patinirikshan Mandal                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Customer's Mobile :                                                                         |                            | Name :                                                                                | Waghmare Sir |           |                 |        |                     |               |                                                                                             |                     |                |                                                          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Address :</b>                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                             |                            |                                                                                       |              |           |                 |        |                     |               |                                                                                             |                     |                |                                                          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| Mumbai , Ballard Estate, Fort, Mumbai, Maharashtra, India , , 400001 , Maharashtra |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                             |                            |                                                                                       |              |           |                 |        |                     |               |                                                                                             |                     |                |                                                          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>AMC Details :</b>                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                             |                            |                                                                                       |              |           |                 |        |                     |               |                                                                                             |                     |                |                                                          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| Expiry Date :                                                                      | 01-01-1970 05:30:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                             | Type :                     |                                                                                       |              |           |                 |        |                     |               |                                                                                             |                     |                |                                                          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Product Name :</b>                                                              | Printers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                             |                            |                                                                                       |              |           |                 |        |                     |               |                                                                                             |                     |                |                                                          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain :</b>                                                                  | printer problem                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                             |                            |                                                                                       |              |           |                 |        |                     |               |                                                                                             |                     |                |                                                          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Technician Comment :</b>                                                        | need to be pickup                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                             |                            |                                                                                       |              |           |                 |        |                     |               |                                                                                             |                     |                |                                                          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain Operator :</b>                                                         | Desktop - Shubham Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                             |                            |                                                                                       |              |           |                 |        |                     |               |                                                                                             |                     |                |                                                          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Remark :</b>                                                                    | need to be pickup                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                             |                            |                                                                                       |              |           |                 |        |                     |               |                                                                                             |                     |                |                                                          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <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>25-12-2019 11:11:17</td><td>Aarti Infotech</td><td>Client Side</td><td>need to be pickup</td><td></td></tr><tr><td>24-12-2019 01:08:24</td><td>Aarti Infotech</td><td>New</td><td></td><td>-</td></tr><tr><td>24-12-2019 11:25:42</td><td>Aarti Infotech</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                                                                                             |                            |                                                                                       |              | Date Time | Technician Name | Status | Remark              | Sign          | 25-12-2019 11:11:17                                                                         | Aarti Infotech      | Client Side    | need to be pickup                                        |  | 24-12-2019 01:08:24 | Aarti Infotech | New |  | - | 24-12-2019 11:25:42 | Aarti Infotech | New |  | - |
| Date Time                                                                          | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Status                                                                                      | Remark                     | Sign                                                                                  |              |           |                 |        |                     |               |                                                                                             |                     |                |                                                          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 25-12-2019 11:11:17                                                                | Aarti Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Client Side                                                                                 | need to be pickup          |  |              |           |                 |        |                     |               |                                                                                             |                     |                |                                                          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 24-12-2019 01:08:24                                                                | Aarti Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | New                                                                                         |                            | -                                                                                     |              |           |                 |        |                     |               |                                                                                             |                     |                |                                                          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 24-12-2019 11:25:42                                                                | Aarti Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 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>24-12-2019 04:26:24</td><td>Harshal Gujar</td><td>printer working ok sharing on printer network true and one machine to connect print working</td></tr><tr><td>16-12-2019 04:45:11</td><td>Aarti Infotech</td><td>2 PRINTER PROBLEM SOLVE WORKING OK TALK WITH KHAMKAR SIR</td></tr></tbody></table>                                                                                                                               |                                                                                             |                            |                                                                                       |              | Date Time | Technician Name | Remark | 24-12-2019 04:26:24 | Harshal Gujar | printer working ok sharing on printer network true and one machine to connect print working | 16-12-2019 04:45:11 | Aarti Infotech | 2 PRINTER PROBLEM SOLVE WORKING OK TALK WITH KHAMKAR SIR |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| Date Time                                                                          | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Remark                                                                                      |                            |                                                                                       |              |           |                 |        |                     |               |                                                                                             |                     |                |                                                          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 24-12-2019 04:26:24                                                                | Harshal Gujar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | printer working ok sharing on printer network true and one machine to connect print working |                            |                                                                                       |              |           |                 |        |                     |               |                                                                                             |                     |                |                                                          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 16-12-2019 04:45:11                                                                | Aarti Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 2 PRINTER PROBLEM SOLVE WORKING OK TALK WITH KHAMKAR SIR                                    |                            |                                                                                       |              |           |                 |        |                     |               |                                                                                             |                     |                |                                                          |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |