

# UAT mukesoft

**Regd. Office :** E-102, Nemi Krishna, Jethwa Nagar, Opp Bajaj School, Vasanji Lalji Road, Kandivali(W), Mumbai - 400 072  
**Support :** | **W :** <http://uat.apniamc.com>  
**E :** [info@mukesoft.com](mailto:info@mukesoft.com)

| <b>Service Status Details : UAT206</b> |                                                                                                                                                                                                                               |                            |                     |               |        |           |                 |        |                     |      |                     |                     |     |  |   |
|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|---------------------|---------------|--------|-----------|-----------------|--------|---------------------|------|---------------------|---------------------|-----|--|---|
| <b>Priority :</b>                      | High                                                                                                                                                                                                                          |                            |                     |               |        |           |                 |        |                     |      |                     |                     |     |  |   |
| <b>Created By :</b>                    | Customer - Gaurav                                                                                                                                                                                                             |                            |                     |               |        |           |                 |        |                     |      |                     |                     |     |  |   |
| <b>Complaint Mob. No. :</b>            | 8928295581                                                                                                                                                                                                                    |                            |                     |               |        |           |                 |        |                     |      |                     |                     |     |  |   |
| <b>Technician Name :</b>               |                                                                                                                                                                                                                               | <b>Technician Mobile :</b> |                     |               |        |           |                 |        |                     |      |                     |                     |     |  |   |
| <b>Ticket Type :</b>                   | Complain                                                                                                                                                                                                                      | <b>Date &amp; Time :</b>   | 12-03-2020 12:47:04 |               |        |           |                 |        |                     |      |                     |                     |     |  |   |
| <b>Vendor Details :</b>                |                                                                                                                                                                                                                               |                            |                     |               |        |           |                 |        |                     |      |                     |                     |     |  |   |
| <b>Company Name/Client Name :</b>      | Gaurav Enterprise                                                                                                                                                                                                             | <b>Customer's Mobile :</b> | 8928295581          | <b>Name :</b> | Gaurav |           |                 |        |                     |      |                     |                     |     |  |   |
| <b>Address :</b>                       |                                                                                                                                                                                                                               |                            |                     |               |        |           |                 |        |                     |      |                     |                     |     |  |   |
| Mumbai , , , Maharashtra               |                                                                                                                                                                                                                               |                            |                     |               |        |           |                 |        |                     |      |                     |                     |     |  |   |
| <b>AMC Details :</b>                   |                                                                                                                                                                                                                               |                            |                     |               |        |           |                 |        |                     |      |                     |                     |     |  |   |
| <b>Expiry Date :</b>                   | 15-02-2021 12:00:00                                                                                                                                                                                                           | <b>Type :</b>              | Comprehensive       |               |        |           |                 |        |                     |      |                     |                     |     |  |   |
| <b>Product Name :</b>                  | Filezilla                                                                                                                                                                                                                     |                            |                     |               |        |           |                 |        |                     |      |                     |                     |     |  |   |
| <b>Complain :</b>                      | testing of double clicks in progress                                                                                                                                                                                          |                            |                     |               |        |           |                 |        |                     |      |                     |                     |     |  |   |
| <b>Technician Comment :</b>            |                                                                                                                                                                                                                               |                            |                     |               |        |           |                 |        |                     |      |                     |                     |     |  |   |
| <b>Complain Operator :</b>             | Desktop - Gaurav                                                                                                                                                                                                              |                            |                     |               |        |           |                 |        |                     |      |                     |                     |     |  |   |
| <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>12-03-2020 12:47:04</td><td></td><td>New</td><td></td><td>-</td></tr></tbody></table>      |                            |                     |               |        | Date Time | Technician Name | Status | Remark              | Sign | 12-03-2020 12:47:04 |                     | New |  | - |
| Date Time                              | Technician Name                                                                                                                                                                                                               | Status                     | Remark              | Sign          |        |           |                 |        |                     |      |                     |                     |     |  |   |
| 12-03-2020 12:47:04                    |                                                                                                                                                                                                                               | 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>03-03-2020 07:30:10</td><td></td><td></td></tr><tr><td>03-03-2020 05:25:23</td><td></td><td></td></tr></tbody></table> |                            |                     |               |        | Date Time | Technician Name | Remark | 03-03-2020 07:30:10 |      |                     | 03-03-2020 05:25:23 |     |  |   |
| Date Time                              | Technician Name                                                                                                                                                                                                               | Remark                     |                     |               |        |           |                 |        |                     |      |                     |                     |     |  |   |
| 03-03-2020 07:30:10                    |                                                                                                                                                                                                                               |                            |                     |               |        |           |                 |        |                     |      |                     |                     |     |  |   |
| 03-03-2020 05:25:23                    |                                                                                                                                                                                                                               |                            |                     |               |        |           |                 |        |                     |      |                     |                     |     |  |   |