

Customer Service Report (CSR)

SRV Number: sr12 | Service Engineer: John Doe

Work Week: 2 | Week Ending: 2025-01-14

Customer: campony A

Address: 123 Industrial Lane, Tech City, TX

Contact: Jane Smith | Email: jane.smith@abccorp.com

Mobile: +1234567890

Tool Number: TOOL98765 | Job Type: Repair

System Type: HVAC | JIRA Ticket Number: JIRA-45678

Date	Travel Hours	Regular Hours	Overtime Hours	Holiday Hours	Hourly Rate	Total Hours	Total USD
2025-01-08	2	5	1	0	\$50	0	\$0
2025-01-09	1	6	2	0	\$50	0	\$0
2025-01-10	0	8	2	0	\$50	0	\$0
2025-01-11	2	5	3	0	\$50	0	\$0
2025-01-12	1	6	0	1	\$50	0	\$0
2025-01-13	0	0	0	0	\$0	0	\$0
2025-01-14	0	0	0	0	\$0	0	\$0

Total Week Hours: 0 | Total Week USD: \$0

Purpose of Visit: Routine maintenance and troubleshooting.

Solution: Replaced faulty compressor and updated system firmware.

Recommendations: Schedule regular maintenance every 6 months.

Additional Notes: Ensure availability of spare parts for next visit.

Return Visit Required: Yes

Customer Signature

Service Engineer Signature