

## Customer group

This is customer group view screen. We can add, edit, and delete the customer group.

To add a new customer group by click the add button.

To edit customer group by click the edit button

To delete the customer group by click the delete button.

To filter customer group by using alphabetic filter and branch.

The screenshot displays the SMART ERP Customer Group view screen. The browser window shows the URL [:: SMART - CARE CRM ::]. The page header includes the SMART ERP logo and navigation links: Chat, Help, Mail, Home, Logout. The main navigation bar contains links for MASTER, TRANSACTION, REPORT, and JASPER REPORTS. The page title is "CUSTOMER GROUP". A branch filter is set to "All". The table lists 10 customer groups with the following details:

S.No	Name
1	A.M.K TECHNOLOGICAL
2	ABIKALAI
3	ABIRAMAM CO OP URBAN BANK
4	ADDITIONAL ADVOCATE GENERAL
5	ADDITIONAL PUBLIC PROSECUTOR
6	ADI DRAVIDAR WELFARE MIDDLE SCHOOL
7	ADI DRAVIDAR WELFARE MIDDLE SCHOOL
8	ADI DRAVIDAR WELFARE MIDDLE SCHOOL
9	ADI-DRAVIDAR AND TRIBAL WELFARE
10	ALANGOMBU DEVANGA COTTON CUM SILK HANDLOOM WEAVERS CO-OP SOCIETY LTD

Total no of Records :: 458

Alphabetic filter: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Buttons: Add, Edit, Delete, Close

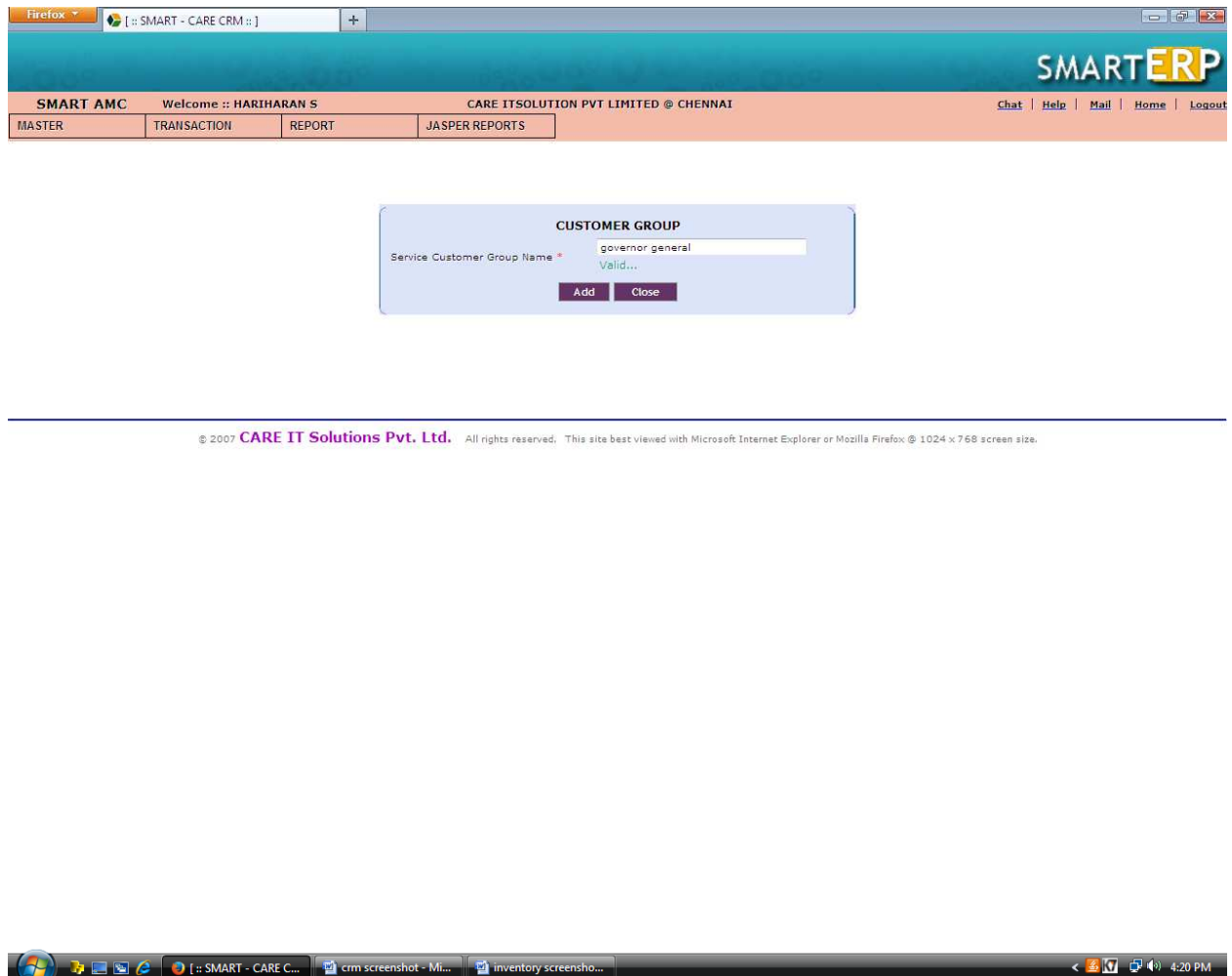
© 2007 CARE IT Solutions Pvt. Ltd. All rights reserved. This site best viewed with Microsoft Internet Explorer or Mozilla Firefox @ 1024 x 768 screen size.

## Add page

To add a customer group by click the add button in customer group view screen.

Click the Add button in customer group view screen.

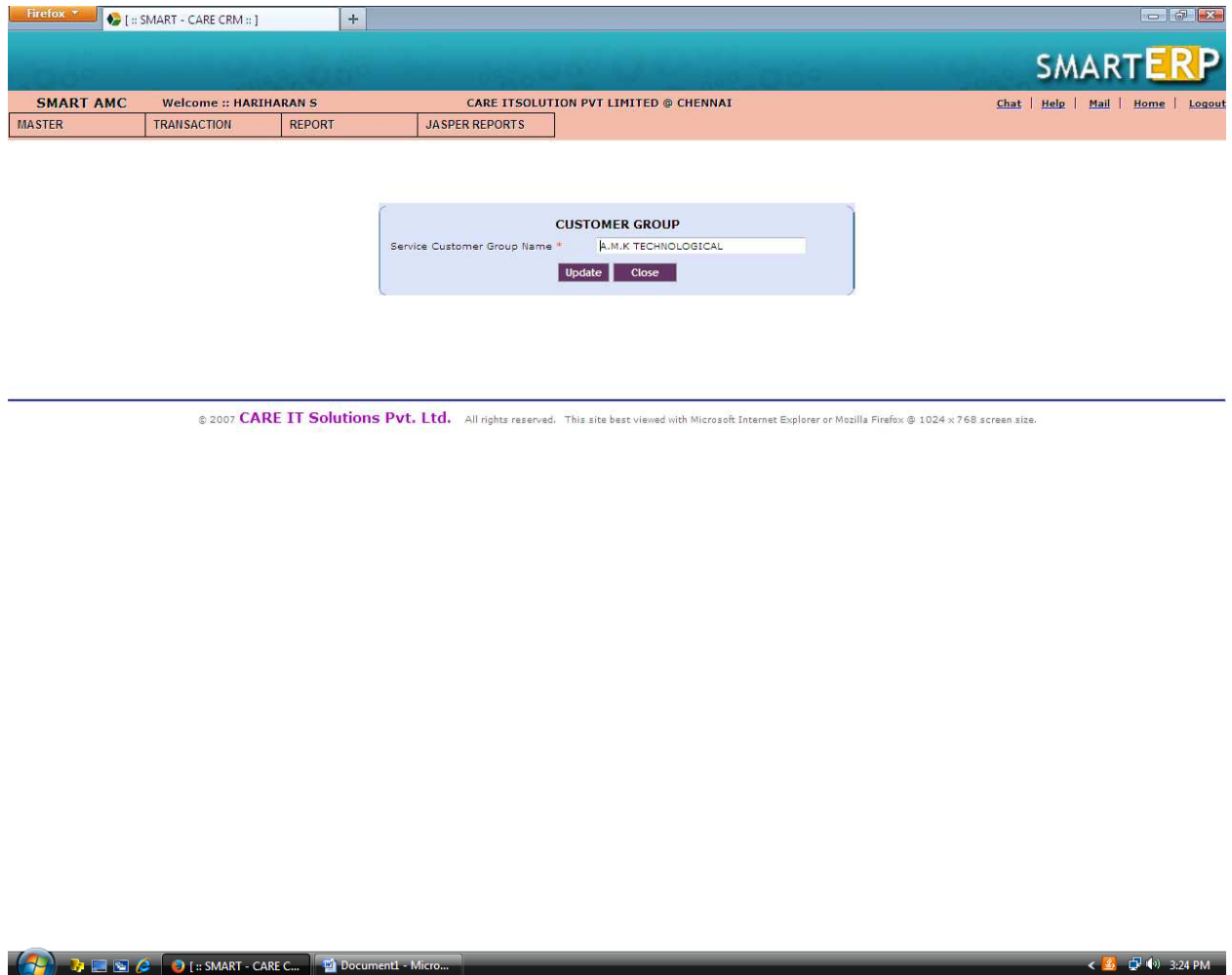
Enter the service customer group name.  
The \* mark symbol are mandatory.  
The \* mark field validate when click the add button.  
Submit the add button  
The customer group successfully added.



## Edit page

Edit or change a customer group.  
Choose or tick the check box for customer group in view screen.  
Click the Edit button in customer group view screen.  
Modify the service customer group name.  
The \* mark symbol are mandatory.  
The \* mark field validate when click the submit button.  
Submit the update button.

The customer group successfully updated.



## Customer information

This is customer information view screen. We can add, edit, and delete the customer information.

To add a new customer information by click the add button.

To edit customer information by click the edit button

To delete the customer information by click the delete button.

To filter customer information by using alphabetic filter and branch, customer group, service center, search.

AMC CUSTOMER INFORMATIONS				
Branch	CARE ITSOLUTION PVT LIMITED	Service Center	All	
Customer Group	All	Search		
S.No	Name	Phone	Mobile	E-mail
1	CO-OPTEX SHOWROOM RAJAMUNDRY	-	08832443431	-
2	SARABOJIRAJAPURAM PACCS	-	9629272861	-
3	SIKKATHAMBUR PACCS	-	9842276728	-
4	VENKATASAMUTHIRAM-PACCS	-	9488334156	-
5	PACCS-KUTTAM	-	-	-
6	PACCS-PULIPPARAIPATTI	-	-	-
7	83,REGUNATHAPURAM	-	9894241459	-
8	A.M.K TECHNOLOGICAL-CHEMBARAMBAKKAM	044-26811411	-	-
9	A.R.MANGALAM-PACCS	-	-	-
10	AANAIYUR-PACCS	-	-	-
11	AANAIYUR-PACCS	-	-	-
12	ABIRAMAM CO OP URBAN BANK-RAMANATHAPURAM	04576-265231	-	-
Total no of Records :: 7492				
All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Add Edit Delete Close				

## Add page

To add a customer information by click the add button in customer information view screen.

Click the Add button in customer information view screen.

Select group, service center.

Enter the customer name, street, city, state.

Enter the pin code, country and phone.

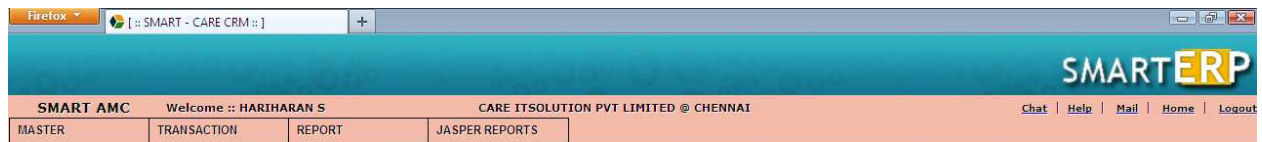
Enter the mobile, fax, email, website.

The \* mark symbol are mandatory.

The \* mark field validate when click the submit button.

Click the Submit button

The customer information successfully added.



**Service Customer Info** \* Mandatory

Group\*

Customer Name\*

Service Center\*

Street\*

City\*

State\*

Pin Code\*

Country

Phone

Mobile

Fax

Email

Website

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## Edit page

Edit or change a customer information.

Choose or tick the check box for customer information in view screen

Click the Edit button in customer information view screen.

Change group, service center.

Modify the customer name, street, city, state.

Modify the pin code, country and phone.

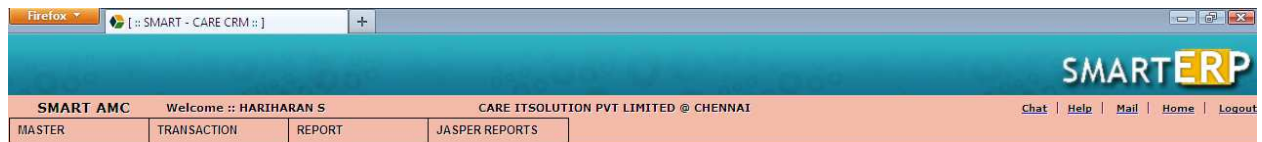
Modify the mobile, fax, email, website.

The \* mark symbol are mandatory.

The \* mark field validate when click the submit button.

Click the update button.

The customer information successfully updated.



**Service Customer Info** \* Mandatory

Group *	SSA-VILLUPURAM
Customer Name *	ADI DRAVIDAR WELFARE MIDI
Service Center *	PONDY
Street *	Poomboor (Po), Vikkravandi i
City *	VILLUPURAM
State *	TAMIL NADU
Pin Code *	605652
Country	INDIA
Phone	-
Mobile	9790217761
Fax	-
Email	-
Website	-
Active	<input checked="" type="checkbox"/>

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## Service center

This is service center view screen. We can add, edit, and delete the service center.

To add a new service center by click the add button.

To edit service center by click the edit button

To delete the service center by click the delete button.

To filter service center by using alphabetic filter.

SERVICE CENTER					
S.No	Name	Short Name		Mobile	Email
<input type="checkbox"/> 1	BANGALORE	BLR	09620273801		kbh@careind.net
<input type="checkbox"/> 2	CHENNAI	CHN	9677006644		dsl@careind.net
<input type="checkbox"/> 3	COIMBATORE	CBE	9176997290		mpk@careind.net
<input type="checkbox"/> 4	DINDIGUL	DIN	0		pcn@careind.net
<input type="checkbox"/> 5	MADURAI	MAD	9176997200		pcn@careind.net
<input type="checkbox"/> 6	OTHER STATE	OS	-		-
<input type="checkbox"/> 7	PONDY	PON	9176997545		uui@careind.net
<input type="checkbox"/> 8	SALEM	SAL	9176997299		smy@careind.net
<input type="checkbox"/> 9	TIRUNELVELI	TVL	9176997230		pcn@careind.net
<input type="checkbox"/> 10	TRICHY	TRI	9176997249		pky@careind.net
<input type="checkbox"/> 11	VELLORE	VLR	9176997538		dsl@careind.net
Total no of Records :: 11					
All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z					
<div>AddEditDeleteClose</div>					

## Add page

To add a service center by click the add button in service center view screen.

Click the Add button in service center view screen.

Enter the service center name. Short name, email, mobile.

The \* mark symbol are mandatory.

The \* mark field validate when click the submit button.

Click the add button

The service center successfully added.



## Edit page

Edit or change a service center.

Choose or tick the check box for service center in view screen

Click the Edit button in service center view screen.

Modify the service center name. Short name, email, mobile.

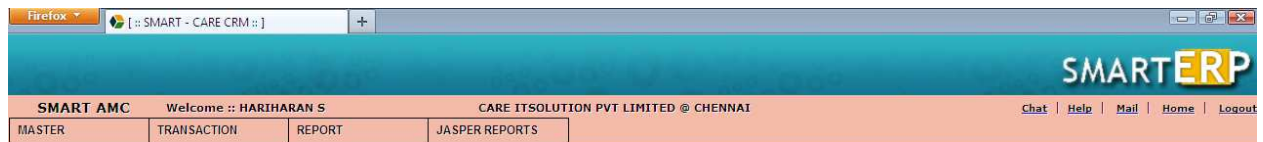
The \* mark symbol are mandatory.

The \* mark field validate when click the submit button.

Click the update button.

The service center successfully updated.





**SERVICE CENTER**

Service Center Name *	<input type="text" value="CHENNAI"/>
Short Name *	<input type="text" value="CHN"/>
Email *	<input type="text" value="dal@careind.net"/>
Mobile	<input type="text" value="9677006544"/>

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## Service item

This is service item view screen. We can add, edit, and delete the service item.

To add a new service item by click the add button.

To edit service item by click the edit button

To delete the service item by click the delete button.

To filter service item by using alphabetic filter.

Firefox

[ :: SMART - CARE CRM :: ]

SMART ERP

SMART AMC

Welcome :: HARIHARAN S

CARE ITSOLUTION PVT LIMITED @ CHENNAI

[Chat](#) | [Help](#) | [Mail](#) | [Home](#) | [Logout](#)

MASTER

TRANSACTION

REPORT

JASPER REPORTS

S.No

NAME

1	DESKTOP (PC)
2	DOT MATRIX PRINTER (DMP)
3	EPSON PRINTER
4	FDD USB EXTERNAL
5	LAPTOP
6	LCD PROJECTOR WITH LAMP
7	LINE PRINTER
8	PRINTER LASER / INKJET
9	PROJECTOR
10	SAMSUNG PRINTER

Total no of Records :: 17

A

B

C

D

E

F

G

H

I

J

K

L

M

N

O

P

Q

R

S

T

U

V

W

X

Y

Z

Add

Edit

Delete

Close

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Windows

[ :: SMART - CARE C...

crm screenshot - Mi...

3:30 PM

## Add page

To add a service item by click the add button in service item view screen.

Click the Add button in service item view screen.

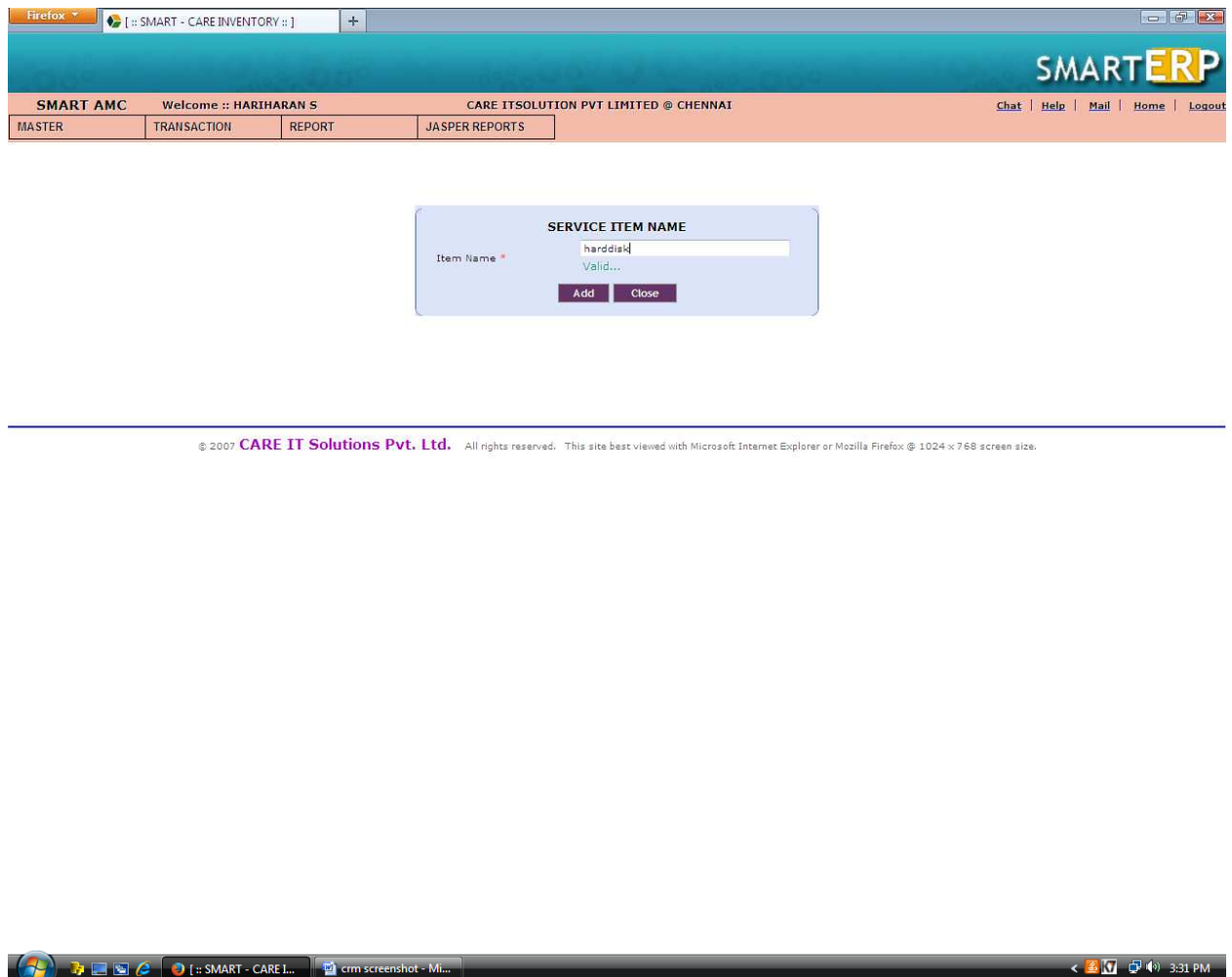
Enter the item name.

The \* mark symbol are mandatory.

The \* mark field validate when click the submit button.

Click the add button

The item name successfully added.



## Edit page

Edit or change a service item.

Choose or tick the check box for service item in view screen

Click the Edit button in service item view screen.

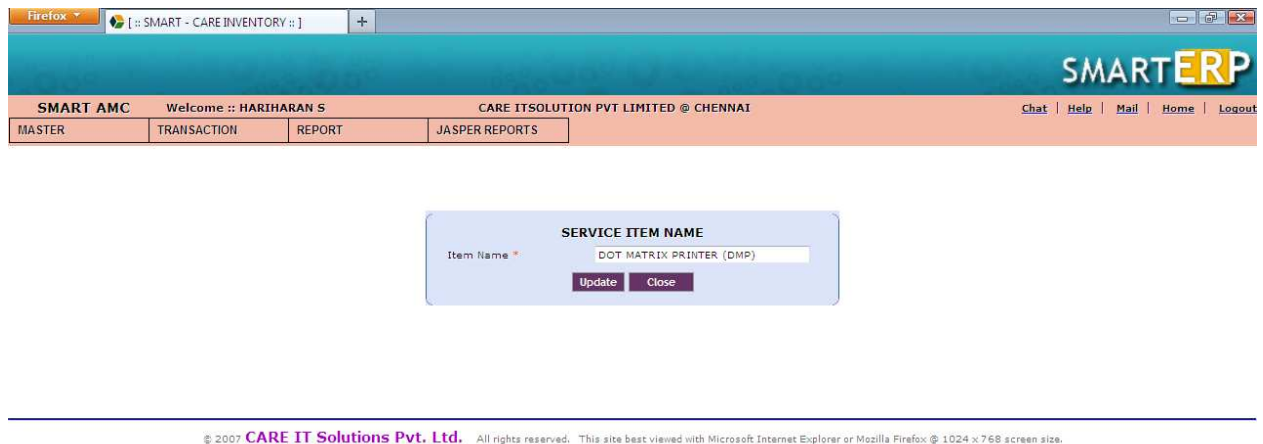
Modify the item name.

The \* mark symbol are mandatory.

The \* mark field validate when click the submit button.

Click the update button.

The service item successfully updated.



## Contract

This is contract view screen. We can add the contract.

To add a new contract by click the add button.

To filter contract by using alphabetic filter, branch, customer, service center, service peripherals.

### CONTRACT INFORMATION

Branch: CARE ITSOLUTION PVT LIMITED @ CHENNAI Service Center: All

Customer: All Service peripherals: All

Search:

S.No	Branch	Service Center	Customer Name	Peripherals	Quantity	Mobile
1	CHENNAI	OTHER STATE	CO-OPTEX SHOWROOM RAJAMUNDRY	DESKTOP (PC)	31	08832443431
2	CHENNAI	OTHER STATE	CO-OPTEX SHOWROOM RAJAMUNDRY	EPSON PRINTER	1	08832443431
3	CHENNAI	OTHER STATE	CO-OPTEX SHOWROOM RAJAMUNDRY	DOT MATRIX PRINTER (DMP)	1	08832443431
4	CHENNAI	TRICHY	SARABOIRAJAPURAM PACCS	DESKTOP (PC)	1	9629272861
5	CHENNAI	TRICHY	SIKKATHAMBUR PACCS	DESKTOP (PC)	1	9842276728
6	CHENNAI	TRICHY	VENKATASAMUTHIRAM-PACCS	DESKTOP (PC)	1	9488334156
7	CHENNAI	MADURAI	PACCS-KUTTAM	LAPTOP	10	-
8	CHENNAI	MADURAI	PACCS-KUTTAM	DESKTOP (PC)	2	-
9	CHENNAI	CHENNAI	A.M.K TECHNOLOGICAL-CHEMBARAMBAKKAM	SERVER	1	-
10	CHENNAI	CHENNAI	A.M.K TECHNOLOGICAL-CHEMBARAMBAKKAM	UPS	1	-
11	CHENNAI	CHENNAI	A.M.K TECHNOLOGICAL-CHEMBARAMBAKKAM	EPSON PRINTER	4	-
12	CHENNAI	CHENNAI	A.M.K TECHNOLOGICAL-CHEMBARAMBAKKAM	SAMSUNG PRINTER	1	-

Total no of Records :: 3000

[All](#)
[A](#)
[B](#)
[C](#)
[D](#)
[E](#)
[F](#)
[G](#)
[H](#)
[I](#)
[J](#)
[K](#)
[L](#)
[M](#)
[N](#)
[O](#)
[P](#)
[Q](#)
[R](#)
[S](#)
[T](#)
[U](#)
[V](#)
[W](#)
[X](#)
[Y](#)
[Z](#)

[Add](#)
[Close](#)

## Add page

To add a contract by click the add button in contract view screen.

Click the Add button in contract view screen.

Select the customer name.

To add contract by click add button.

Select machine type.

Enter the serial number, description, amc amount.

Select booked status, starting date, no of years.

The \* mark symbol are mandatory.

The \* mark field validate when click the submit button.

Click the add button

The contract information successfully added.

### SERVICE CONTRACT

Customer Name: CO-OPTEX SHOWROOM RAJAMUNDY  
SARABOIJRAJAPURAM PACCS  
**SIKKATHAMBUR PACCS**  
VENKATASAMUTHIRAM-PACCS  
PACCS-KUTTAM

CUSTOMER INFORMATIONS	
Name	SIKKATHAMBUR PACCS
Street	R.1583,Thuraiyur
City	Trichy
State	TN
Phone	-
Mobile	9842276728
Email	-

Machine Type	Serial Number	Description	AMC Amount
DOT MATRIX PRINTER (DMP)	A2342 Valid...	printer for sikkath	2340

**Add**

Booked Status: ☐ AMC ☒ Warranty ☐ Oncall

Starting Date: 05-09-2013 15:32:16

No of Years: 2 - Years

**Add Close**

## Edit page

Edit or change a contract.

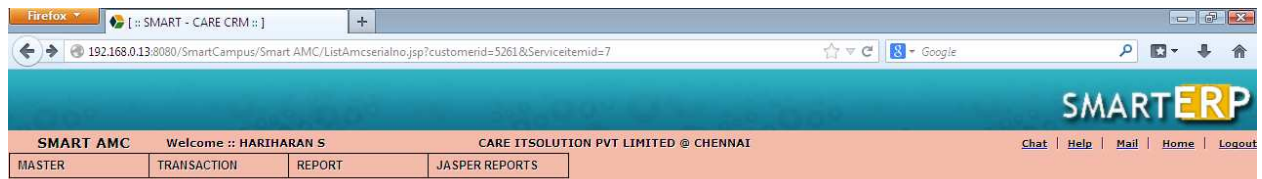
Click the service center name link in contract information view screen

The control is transfer to another page.

We can edit and delete the contract information.

To edit the contract information by click the edit button.

To delete the contract information by click the delete button.



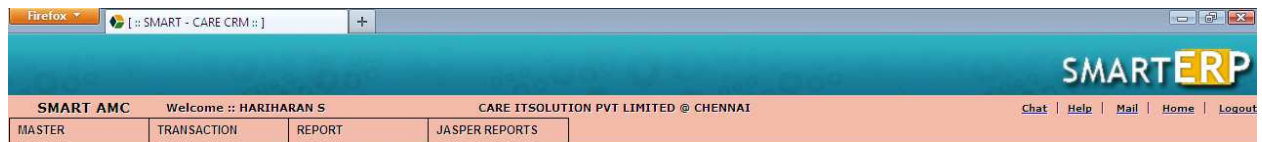
**CONTRACT INFORMATION**

S.No	Customer Name	Peripherals	Serial Number	Description	Start Date	End Date	No of Years	
1	CO-OPTEX SHOWROOM RAJAMUNDY	EPSON PRINTER	ERT34535	dtrytry	07-08-2013	07-08-2014	1	Delete

Edit Delete Close



- Choose or tick the check box for contract information view screen
- Click the Edit button in contract information view screen.
- Select customer name, service peripherals.
- Enter serial number, description.
- Select booked status, no of years, amc amount.
- The \* mark symbol are mandatory.
- The \* mark field validate when click the submit button.
- Click the update button.
- The contract information successfully updated.



**SERVICE CONTRACTS AMCServiceAMCEdit**

Customer Name	<div>CO-OPTEX SHOWROOM RAJAM</div> <div>SARABOIJIRAJAPURAM PACCS</div> <div>SIKKATHAMBUR PACCS</div> <div>VENKATASAMUTHIRAM-PACCS</div> <div>PACCS-KUTTAM</div>
Service peripherals	EPSON PRINTER
Serial Number	ERT34535
Description	dtrytry
Booked Status	<input type="radio"/> AMC <input checked="" type="radio"/> Warranty <input type="radio"/> Oncall
Starting Date	07 00 2010 15:00:50
No of Years	1 - Year
AMC Amount	54350.00
<input type="button" value="Update"/> <input type="button" value="Close"/>	



## Service call booking

This is service call booking view screen. We can add, edit, and delete the service call booking.

To add a new service call booking by click the add button.

To edit service call booking by click the edit button

To delete the service call booking by click the delete button.

To filter service call booking by using alphabetic filter, customer, call status, branch, booking type, month, search, booking under, year.

We can send email to customer after booking the service call.



Firefox [:: SMART - CARE CRM ::] +

**SMARTER**

**SMART AMC** Welcome :: HARIHARAN S CARE ITSOLUTION PVT LIMITED @ CHENNAI Chat | Help | Mail | Home | Log

MASTER TRANSACTION REPORT JASPER REPORTS

### Service call Booking Details

Branch: CARE ITSOLUTION PVT LIMITED Search:

Customer: All Booking Type: All Booking Under: All

Call Status: All Month: All Year: 2013

1	14344/CALL-ID/12-13	LIC-BO-767 /DHARMAPURI	T605JKBOU8896	02-01-2013 12:36:26 PM	08-02-2013 12:24:58 PM	Phone	AMC	Completed	Assigned	CISSEP2012004781 / MANJULA DEVI E	Send a Mail
2	14345/CALL-ID/12-13	LIC-CHENNAI-DO1	T605JKBOU8793	02-01-2013 12:38:25 PM	07-01-2013 18:12:13 PM	Phone	AMC	Completed	Assigned	CISOCT2012004841 / MANJULA DEVI E	Send a Mail
3	14346/CALL-ID/12-13	TN CIVIL SUPPLIES CORPORATION LTD-SRIVAIKUNTAM	10E106181	02-01-2013 12:59:29 PM	04-01-2013 19:00:02 PM	Phone	Warranty	Completed	Assigned	CISMAY2012004460 / MANJULA DEVI E	Send a Mail
4	14347/CALL-ID/12-13	LIC-CHENNAI-DO1	T605JKBOU8790	02-01-2013 12:58:54 PM	10-01-2013 17:51:04 PM	Direct	AMC	Completed	Assigned	CISJUL2012004670 / MANJULA DEVI E	Send a Mail
5	14348/CALL-ID/12-13	LIC-BO-76L /COIMBATORE	GBV29D001133	02-01-2013 13:04:00 PM	07-01-2013 18:13:12 PM	Phone	AMC	Completed	Assigned	CISAUG2012004716 / MANJULA DEVI E	Send a Mail
6	14349/CALL-ID/12-13	TN CIVIL SUPPLIES CORPORATION LTD-THAZHAVILAI	10C106027	02-01-2013 14:19:46 PM	10-01-2013 17:49:19 PM	Phone	Warranty	Completed	Assigned	CISAUG2012004716 / MANJULA DEVI E	Send a Mail
7	14350/CALL-ID/12-13	DISTRICT COLLECTORATE KANCHEEPURAM	GJD00101031	02-01-2013 14:23:19 PM	08-01-2013 11:15:26 AM	Phone	Warranty	Completed	Assigned	CISJUL2012004669 / MANJULA DEVI E	Send a Mail
8	14351/CALL-ID/12-13	LIC-BO-74R /TIRUCHENPURI	A1S14800230	02-01-2013 04-01-2013		Direct	AMC	Completed	Assigned	CISOCT2012004830	Send a Mail

Total no of Records :: 1084

All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Add Edit Delete Close

Windows Taskbar: [:: SMART - CARE C...] csm screenshot - Mi... 3:34 PM

## Add page

To add a service call booking by click the add button in service call booking view screen.

Click the Add button in service call booking view screen.

Select the service center, customer name follow that automatically list out service call book number.

Select service call book number, call log date, problems.

Select contact person, mobile, complaint type, product under.

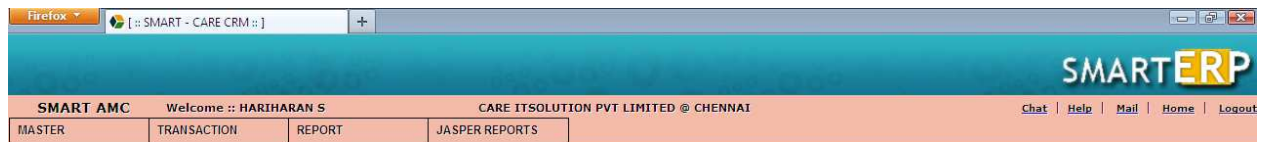
Enter address, email.

The \* mark symbol are mandatory.

The \* mark field validate when click the submit button.

Click the submit button

The service call booking successfully added.



### Service Call Book

**Service Center \*** CHENNAI

**Customer Name \*** A.M.K TECHNOLOGICAL-CHEMBARAMBAKKAM

09FBQC00400149

09FBQC00400150

09FBQC00400151

09FBQC00400152

09FBQC00400153

09FBQC00400154

09FBQC00400155

09FBQC00400156

09FBQC00400157

09FBQC00400158

**Call Log Date \*** 05-09-2013 15:35:25

**Problems \*** reboot problem

**Contact Person \*** mahesh

**Mobile \*** 0909090909

**Complaint Type** ☒ Direct ☐ Phone ☐ Others

**Product Under** ☐ AMC ☒ Warranty ☐ OnCall

**Address \*** 11 sr koll street

**Email \*** connect@careind.com

**Submit** **Close**

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## Edit page

Edit or change a service call booking.

Choose or tick the check box for service call booking in view screen

Click the Edit button in service call booking view screen.

Select call log date, complaint type, product under.

Enter the problems, contact person, mobile, address, email.

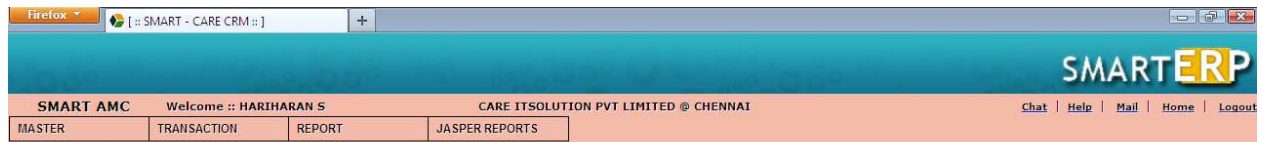
Choose call center.

The \* mark symbol are mandatory.

The \* mark field validate when click the submit button.

Click the submit button.

The service call book successfully updated.



**Service Call Book**

\* Mandatory

Call Log Id	14344/CALL-ID/12-13	Serial number	T605KBOU8896
Call Log Date	02-01-2013 12:36:26	Customer Name	LIC-BO-767 /DHARMAPURI
Problems	printer problem	Complaint Type	<input type="radio"/> Direct <input checked="" type="radio"/> Phone <input type="radio"/> Others
Contact Person	Mr.Velmurugan	Product Under A	<input checked="" type="radio"/> AMC <input type="radio"/> Warranty <input type="radio"/> Oncall
Mobile	9176997108	Address	Dharamapuri Branch 9, J.
Call cancel	<input type="checkbox"/>	Email	test@gmail.com

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## Call assign

This is call assign view screen. We can edit and delete the call assign.

To edit call assign by click the update button

To delete the call assign by click the delete button.

To filter call assign by using alphabetic filter, service center, call status, branch, month, year.

Firefox [ :: SMART - CARE CRM :: ]

**SMART ERP**

**SMART AMC** Welcome :: HARIHARAN S CARE ITSOLUTION PVT LIMITED @ CHENNAI Chat | Help | Mail | Home | Logout

MASTER TRANSACTION REPORT JASPER REPORTS

**Service call Assign Details**

Branch All Service Center All Call Status All Month All Year 2013

S.No	Call Id	Service Center	Customer Name	Serial Number	Contact Person	Address	Mobile	Email
1	14342/CALL-ID/12-13	CHENNAI	TAMILNADU STATE APEX CO OPERATIVE BANK LTD-SAIDAPET BRANCH	FLX20500136	TAMILNADU STATE APEX CO OPERATIVE BANK LTD-SAIDAPET BRANCH	100, Bazaar Road Saidapet Branch	24339521	-
2	14343/CALL-ID/12-13	CHENNAI	TAMILNADU STATE APEX CO OPERATIVE BANK LTD-NUNGAMBAKKAM BRANCH	FLX20500114	TAMILNADU STATE APEX CO OPERATIVE BANK LTD-NUNGAMBAKKAM BRANCH	213, Valluvar Kottam High Rd Nungambakkam Branch	28271382	-
3	14344/CALL-ID/12-13	SALEM	LIC-BO-767 /DHARMAPURI	T6053KBOU8896	Mr.Velmurugan	Dharamapuri Branch 9, Jeevan Jyothi,Kandasamy Vathiyar Street,DHARMAPURI	9176997108	test@gmail.com
4	14345/CALL-ID/12-13	CHENNAI	LIC-CHENNAI-DO1	T6053KBOU8793	Mr.R.Ramanan	chennai	28616104	-
5	14346/CALL-ID/12-13	MADURAI	TN CIVIL SUPPLIES CORPORATION LTD-SRIVAIKUNTAM	10E106181	Mr.Karunanithi	Pudukudi, Srivaikuntam	9787612015	-
6	14347/CALL-ID/12-13	CHENNAI	LIC-CHENNAI-DO1	T6053KBOU8790	Mr.Raj kumar.G	chennai	9003782428	-
7	14348/CALL-ID/12-13	COIMBATORE	LIC-BO-76L /COIMBATORE	GBV29D001133	Srilakshman Kumar	Singanallur Branch , IV Floor, India Life Building Annexe, Trichy Road,P.B.No 4044 , COIMBATORE	9176997503	test@gmail.com

Update Delete Close

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Windows Taskbar: [ :: SMART - CARE C... ] crm screenshot - Mi... 3:37 PM

## Update page

Edit or change a call assign.

Choose or tick the check box for call assign in view screen

Click the Edit button in call assign view screen.

Modify the contact person, contact mobile,

Select starting date and time, closing date and time.

Modify the contact address, contact email

Enter remarks/reason/problem description.

Select call status.

Choose call closed, spare wanted.

The \* mark symbol are mandatory.

The \* mark field validate when click the submit button.

Click the submit button.

The call assign successfully updated.

Firefox [ :: SMART - CARE CRM :: ]

192.168.0.13:8080/SmartCampus/Smart AMC/ServiceCallAssignEdit.jsp

SMARTER

SMART AMC Welcome :: HARIHARAN S CARE ITSOLUTION PVT LIMITED @ CHENNAI

MASTER TRANSACTION REPORT JASPER REPORTS

Chat Help Mail Home Log

### Service Call History

\* Mandatory

Call Number: 14550/CALL-ID/12-13 Engineer: CISJUN2011003795 / DHATCHANA MOORTHY P

Customer Name	Serial Number	Booking Date	Contact Person	Contact Address	Contact Mobile	Contact Email
TNSC BANK - HEAD OFFICE	BSZ04301613	18-01-2013 13:46:01 PM	TNSC BANK - HEAD OFFICE	No:233,N.S.C Bose road,chennai - 6000001	9042497029	-

Contact Person: TNSC BANK - HEAD OFFICE Contact Address: No:233,N.S.C Bose road,  
Contact Mobile: 9042497029 Contact Email: -  
Starting Date & Time: 05-09-2013 15:38:29 Closing Date & Time: 05-09-2013 15:38:29

Remarks / Reason / Problem Description

Call closed ☐ Spare Wanted ☐ Yes ☒ No

Call Status: Select

#### Previous Call History

S.No	Engineer Name	Starting date	Closing Date	Description	Spare Request	Contact Person	Contact Address	Contact Mobile	Contact Email	Call Status
1	DHATCHANA MOORTHY P	18-01-2013 13:50:17 PM	18-01-2013 14:15:17 PM	mother board has be replace	Y	TNSC BANK - HEAD OFFICE	9042497029	No:233,N.S.C Bose road,chennai - 6000001	-	Pending for Spare

Submit Close

Windows Taskbar: [ :: SMART - CARE C... crm screenshot - Mi... 3:38 PM

Report

Service

Enter the serial number.

Click the submit button.

**Service Report**

Serial Number

Please type the seial number then select....



REPORT

S.NO	Serial Number	Customer Name	Phone	Mobile	Email	Center	Creation Date	Starting Date	Ending Date	Category
1.	AAV38000101	LIC CHENNAI DO-2/ANNA NAGAR	-	9043508438	-	CHENNAI	01-June-2012 12:09:21	01-June-2012 12:09:21	01-June-2013 12:09:21	AMC

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CLOSE



Spare call report



REPORT												
S.NO	Group Name	Customer Name	Service Center	Service Item	Service Call Number	Empid / Staff Name	Serial Number	Assign Date	Atten Date	Close Date	Call Status	Spa
1.	ABIKALAI	KALAISELVAN M C A	CHENNAI	LAPTOP	15859/CALL-ID/13-14	CISAPR2013004040/MOHAN KUMARDF	12CSDEFQW12347	14-Aug-2013	14-Aug-2013	14-Aug-2013	Closed	No
2.	BDO	BDO-SENTHAMANGALAM	MADURAI	DESKTOP (PC)	15438/CALL-ID/13-14	CISMAY2011003763/MANJULA DEVI E	FYZ22500071	08-Jun-2013	07-Jun-2013	07-Jun-2013	Closed	No
3.	GPHC	GPHC-B,MALLAPURAM	SALEM	DESKTOP (PC)	15799/CALL-ID/13-14	CISMAY2011003763/MANJULA DEVI E	GKY18901280	29-Jul-2013	29-Jul-2013	29-Jul-2013	Closed	No
4.	GPHC	GPHS-SOLAKOTTAI	SALEM	DESKTOP (PC)	15800/CALL-ID/13-14	CISMAY2011003763/MANJULA DEVI E	GKY18901256	29-Jul-2013	29-Jul-2013	29-Jul-2013	Closed	No
5.	GPHC	PRIMARY HEALTH CENTER -CITHODE	SALEM	DESKTOP (PC)	15341/CALL-ID/13-14	CISMAY2011003763/MANJULA DEVI E	GKY18901353	24-May-2013	24-May-2013	24-May-2013	Pending for Spare	Yes
6.	GPHC	PRIMARY HEALTH CENTER -CITHODE	SALEM	DESKTOP (PC)	15341/CALL-ID/13-14	CISMAY2011003763/MANJULA DEVI E	GKY18901353	24-May-2013	28-Jun-2013	28-Jun-2013	Closed	No
7.	LIC-CHENNAI DO-II	LIC -CHENNAI	CHENNAI	DESKTOP (PC)	15538/CALL-ID/13-14	CISJUN2011003795/DHATCHANA MOORTHY P	08AAJ558500007	03-Jul-2013	02-Jul-2013	02-Jul-2013	Closed	No
8.	LIC-CHENNAI DO-II	LIC CHENNAI DO-2/ANNA NAGAR	CHENNAI	DESKTOP (PC)	15395/CALL-ID/13-14	CISMAY2011003763/MANJULA DEVI E	AJS58500016	21-Jun-2013	21-Jun-2013	21-Jun-2013	Closed	No
9.	LIC-CHENNAI DO-II	LIC-BO-7151/Gummudiipoondi	CHENNAI	DESKTOP (PC)	15540/CALL-ID/13-14	CISJUN2011003795/DHATCHANA MOORTHY P	08AAJ558500009	26-Jun-2013	26-Jun-2013	26-Jun-2013	Closed	No
10.	LIC-CHENNAI DO-II	LIC-BO-718 /CHENNAI	CHENNAI	DESKTOP (PC)	15623/CALL-ID/13-14	CISJUN2011003795/DHATCHANA MOORTHY P	07KADX04000139	17-Jul-2013	17-Jul-2013	17-Jul-2013	Closed	No
11.	LIC-CHENNAI DO-II	LIC-BO-71D /Tiruvottiyur	CHENNAI	DOT MATRIX PRINTER (DMP)	15129/CALL-ID/13-14	CISMAY2011003763/MANJULA DEVI E	GBU39D000020	17-May-2013	17-May-2013	17-May-2013	Closed	No
12.	LIC-CHENNAI DO-II	LIC-BO-71D /Tiruvottiyur	CHENNAI	DOT MATRIX PRINTER (DMP)	15397/CALL-ID/13-14	CISMAY2011003763/MANJULA DEVI E	GBU39D000020	21-Jun-2013	21-Jun-2013	21-Jun-2013	Closed	No
13.	LIC-CHENNAI DO-II	LIC-BO-71S /Anna Nagar	CHENNAI	LINE PRINTER	15134/CALL-ID/13-14	CISMAY2011003763/MANJULA DEVI E	7L71000370	20-May-2013	20-May-2013	20-May-2013	Closed	No
14.	LIC-CHENNAI DO-II	LIC-BO-71S /Anna Nagar	CHENNAI	DOT MATRIX PRINTER (DMP)	15457/CALL-ID/13-14	CISJUN2011003795/DHATCHANA MOORTHY P	GBU29D0000879	21-Jun-2013	21-Jun-2013	21-Jun-2013	Closed	No
15.	LIC-CHENNAI DO-II	LIC-BO-723 /NSC Bose Road	CHENNAI	DESKTOP (PC)	15396/CALL-ID/13-14	CISMAY2011003763/MANJULA DEVI E	AJS58500011	21-Jun-2013	21-Jun-2013	21-Jun-2013	Closed	No
16.	LIC-CHENNAI DO-II	LIC-BO-80N /Poonamallee	CHENNAI	DESKTOP (PC)	15152/CALL-ID/13-14	CISJUN2011003795/DHATCHANA MOORTHY P	AJS58500008	20-May-2013	20-May-2013	20-May-2013	Closed	No
17.	LIC-CHENNAI DO-II	LIC-BO-80N /Poonamallee	CHENNAI	DOT MATRIX PRINTER (DMP)	15419/CALL-ID/13-14	CISJUN2011003795/DHATCHANA MOORTHY P	GBU39D000066	21-Jun-2013	21-Jun-2013	21-Jun-2013	Closed	No
18.	LIC-CHENNAI-DO-I	LIC-BO-70R /Mylapore	CHENNAI	DOT MATRIX PRINTER (DMP)	15297/CALL-ID/13-14	CISJUN2011003795/DHATCHANA MOORTHY P	GBV29D001990	20-May-2013	20-May-2013	20-May-2013	Closed	No
19.	LIC-CHENNAI-DO-I	LIC-BO-70Z/Velachery	CHENNAI	DESKTOP (PC)	15591/CALL-ID/13-14	CISJUN2011003795/DHATCHANA MOORTHY P	AJS14800030	04-Jul-2013	04-Jul-2013	04-Jul-2013	Closed	No
20.	LIC-CHENNAI-DO-I	LIC-BO-71M /Adyar	CHENNAI	DOT MATRIX PRINTER (DMP)	15605/CALL-ID/13-14	CISMAY2011003763/MANJULA DEVI E	GBV29D001873	04-Jul-2013	04-Jul-2013	04-Jul-2013	Closed	No
21.	LIC-CHENNAI-DO-I	LIC-BO-71P /CHENGALPATTU	CHENNAI	DOT MATRIX PRINTER (DMP)	15353/CALL-ID/13-14	CISMAY2011003763/MANJULA DEVI E	HBJ29D019189	05-Jun-2013	05-Jun-2013	05-Jun-2013	Closed	No

Date range

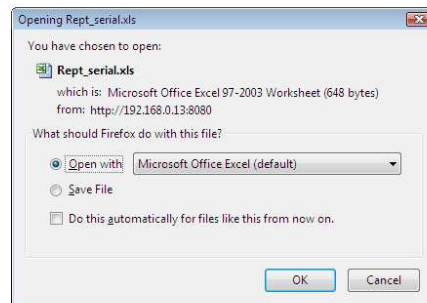
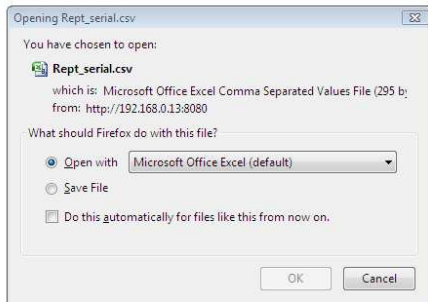


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S.NO	Service CallNo	Group Name	Customer Name	Service Center	Serial Number	Booking Date	Assign Date	Close Date	Service Description	Booking Type	Booking Under	Status	Engg Status	Booking EmpId	Emp Name
1.	15859/CALL-ID/13-14	ABIKALAI	KALAISELVAN M C A	CHENNAI	12CSDEFQW12347	14-August-2013 10:08:26	14-August-2013 10:17:57	14-August-2013 17:28:04	system not booting	Direct	AMC	Completed	Re-Assign	CISAPR2013004040	MOHA/ KUMAR

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Total quantity

REPORT								
S.NO	Group Name	Customer Name	Address	Serial Number	Item name	Starting Date	Ending Date	Warranty
1.	ABIRAMAM CO OP URBAN BANK	ABIRAMAM CO OP URBAN BANK-RAMANATHAPURAM	4/151, Muslim Bazaar	ABCDEF	LAPTOP	07-08-2013 14:08:47	07-08-2014 14:08:47	1
2.	TAMILNADU HANDLOOM WEAVERS CO OP SOC LTD	CO-OPTEX SHOWROOM RAJAMUNDURY	Rajamundry, Dist East Godavari	456778	DESKTOP (PC)	07-08-2013 15:08:01	07-08-2014 15:08:01	1
3.	TAMILNADU HANDLOOM WEAVERS CO OP SOC LTD	CO-OPTEX SHOWROOM RAJAMUNDURY	Rajamundry, Dist East Godavari	354646	DESKTOP (PC)	07-08-2013 15:08:56	07-08-2014 15:08:56	1
4.	TAMILNADU HANDLOOM WEAVERS CO OP SOC LTD	CO-OPTEX SHOWROOM RAJAMUNDURY	Rajamundry, Dist East Godavari	ETRETR543	DOT MATRIX PRINTER (DMP)	07-08-2013 15:08:56	07-08-2014 15:08:56	1
5.	TAMILNADU HANDLOOM WEAVERS CO OP SOC LTD	CO-OPTEX SHOWROOM RAJAMUNDURY	Rajamundry, Dist East Godavari	ERT34535	EPSON PRINTER	07-08-2013 15:08:56	07-08-2014 15:08:56	1

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