

#10 INC280165- Call documentation

Submitted	Received via	Requester
May 6, 2025 at 21:53	Web Form	Md Adil Zulfiquar <adil.zulfiquar@roco.com>

Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Question	Low	Support	Aleeza Tabassum

Topic
Delivery

Aleeza Tabassum May 6, 2025 at 21:53

Date: 05-06-2025
Time: 21:55
Ticket Number: INC280165
Customer Name:Md Adil Zulfiquar
Contact Method: Phone Call

Call Summary:

Called the customer to inform about the status of their package delivery. The customer was updated on the current status and estimated delivery timeframe.

Key Points Discussed:

- Package tracking status
- Estimated delivery date
- Customer acknowledged and satisfied with the update

Next Steps:

- No further action required from the customer's end
- Continue to monitor package delivery status

Ticket Update:

This call has been documented, and the customer's query has been addressed. The ticket can be marked as resolved.

Agent's Name: Aleeza Tabassum

Aleeza Tabassum May 6, 2025 at 21:55

Closing the ticket as required assistance has been provided to the user.
User had no further query.

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