



# #9 Call with +1 (201) 993-2015

<b>Submitted</b>		<b>Received via</b>		<b>Requester</b>	
May 6, 2025 at 21:35		Phone call (outbound)		+1 (201) 993-2015	
<b>Status category</b>	<b>Ticket status</b>	<b>Type</b>	<b>Priority</b>	<b>Group</b>	<b>Assignee</b>
Solved	Solved	Incident	Normal	Support	Aleeza Tabassum

**Topic**  
Delivery

**Aleeza Tabassum** May 6, 2025 at 21:35

Internal note

Call to: +1 (201) 993-2015  
Call from: +1 (865) 205-0263  
Time of call: May 6, 2025 at 4:05:14 PM UTC  
Called by: Aleeza Tabassum

**Aleeza Tabassum** May 6, 2025 at 21:35

Internal note

Outbound call to +1 (201) 993-2015

Call Details  
Call from: +1 (865) 205-0263  
Call to: +1 (201) 993-2015  
Time of call: 2025-05-06 16:05:14 UTC  
Called by: Aleeza Tabassum  
Length of phone call: 43 seconds

**Aleeza Tabassum** May 6, 2025 at 21:48

Internal note

Date: 6 May 2025  
Time: 21: 50  
Ticket Number: INC206178  
Customer Name: Md Adil Zulfiqar  
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

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