



SYMPHONY

...harmony in IT

Customer Support Call Report

NOTE: One to be filled for each call/work done

40129

Call Details	Service Branch NBI	Coupon No	Workshop/Site Site	Call Number	Time Recvd 2:00pm	Date Recvd 22/5/23
Customer Details	Client Name Amnesty International	P.O. Box Kenya	Telephone	Town/City NBI	Attention	
Equipment Details	Model HP Proliant	Description	OS & Version	Serial No.	Category HDD	Eq. Location Riverside
Fault Reported faulty HDD					Fault type	
					Status: Done	

Action Taken (in brief) & Parts Used

Travel time

Kilometers

Tick if closed

☒

Date	Start time	End time	Action taken	Part Number	Serial Number	Qty
22/5/23	2:00pm	3:20pm	Replaced successfully the faulty HDD with a new HDD	870792-001	-	1

Company Rubber Stamp

Signature: *[Signature]*

Date

22nd/05/2023

Time

3:20pm

Name

Bill Omondi

Title

Membership 3 IT Officer

STEPHEN KASINA

Service Representative

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Original: To Symphony 1st Copy - To Customer, 2nd Copy - For CE Use