SAMSUNG INDIA

	Date	Time
IN		
Reqn.		

	Date	Time
Engineer Comm.		
Delivery		

Work Order No. 425 Date 25/3/2010 Token No. Claim No.

Model J700G
Sl. No. RPM5340F75L
IMEI/RSN No 352450531135035
Battery No.
Date of Purchase 15/5/09
Status ASC

Customer's Name & Address
Haider
Bareilly
9927525777
Mobile No.

PALAK COMMUNICATION
G-15, Chaddha Complex,
GMD Road, Moradabad-244001
Mob :9634540046
E-mail:pradeep.saxena19@gmail.com

Nature of Complaint As Reported By Customer : (To be Customer) RMF700A' 52

Condition of Equipment (External Only)

- ☐ Handset Damaged
- ☐ LCD Broken / Bleeding
- ☑ Scratches on Aesthetics / Body
- ☐ Keypad Faded / Key missing
- ☐ Liquid Logged
- ☐ Battery damaged
- ☐ Adaptor burnt
- ☐ ACC Function

Received Item :	Yes	No
Hand Set	☑	☐
Battery	☐	☑
Charger	☐	☑
Hands Free	☐	☑
Sound Mate	☐	☑
Memory Card	☐	☑
Data Cable	☐	☑

Fault Found By Engineer :

Estimate Details	
Type	Amount
Labour	
Parts	

Approved ☐ Not Approved ☐

Details of Stand by Model Issued :
- Stand By Model
- Serial No.
- Rqst. / IMEI
- Date

(I have gone through the terms and conditions mentioned herein and overleaf and agree to abide by the same)

☐ I hereby rejected the estimate given & taken back the handset as per my wish.
☐ I have received the equipment in satisfactory working condition.

Signature of the Customer(While depositing) Received by (ASC Personnel) Signature of the Customer

JOB DONE		COMPONENTS REPLACED						
Description	Part Location	Item Code	Components	Qty	Rate Rs.	Rate Ps.	Amount Rs.	Amount Ps.

Job Completed by On
Inspected / Okayed by
Shipped in SPN by On
Delivered/Demonstrated
(in Words) Rupees

Inv / CR No.
Dated

Sub Total
VAT @
Service Charges
S. Tax @
Tax

IRIS Code Condition Symptom Spl. Code Defect Repair

Samsung Service Centre Complaint

Yaw Boadu-Ayeboafoh

Samsung Service Centre Complaint:

Customer Relationship Management Srivastava Mallika, With the aim of developing a successful CRM program this book begins with defining CRM and describing the elements of total customer experience focusing on the front end organizations that directly touch the customer The book further discusses dynamics in CRM in services business market human resource and rural market It also discusses the technology aspects of CRM like data mining technological tools and most importantly social CRM The book can serve as a guide for deploying CRM in an organization stating the critical success factors KEY FEATURES Basic concepts of CRM and environmental changes that lead to CRM adoption Technological advancements that have served as catalyst for managing relationships Customer strategy as a necessary and important element for managing every successful organization CRM is not about developing a friendly relationship with the customers but involves developing strategies for retention and using them for achieving very high levels of customer satisfaction The concept of customer loyalty management as an important business strategy The role of CRM in business market The importance of people factor for the organization from the customer s perspective Central role of customer related databases to successfully deliver CRM objectives Data people infrastructure and budget are the four main areas that support the desired CRM strategy

Managing Difficult Customers: Turning Complaints into Opportunities Ajah Excel ,2025-01-21 Managing Difficult Customers Turning Complaints into Opportunities is a must read for any business owner manager or customer service professional who wants to master the art of handling challenging customer interactions with grace and effectiveness In today s customer driven world complaints and negative feedback are inevitable but they don t have to be a setback in fact they can be a golden opportunity for growth and improvement This book provides you with the tools and strategies needed to turn difficult customer situations into positive outcomes You ll learn how to approach complaints with empathy de escalate tension and transform dissatisfied customers into loyal lifelong advocates By understanding the root causes of complaints and addressing them with transparency and care you can build stronger relationships with your customers and enhance your brand reputation Through real world examples proven techniques and actionable advice Managing Difficult Customers teaches you how to handle even the toughest situations with confidence and professionalism You ll discover the power of active listening the importance of staying calm under pressure and how to turn negative feedback into actionable insights that improve your business Whether you re dealing with irate customers handling product issues or managing service failures this book will equip you with the mindset and skills necessary to handle any customer complaint with finesse By turning complaints into opportunities you ll not only resolve issues but also build stronger more trusting relationships that keep customers coming back for years to come *Business World* ,2005-02 **An Intelligent Customer Complaint Management System with Application to the Transport and Logistics Industry** Alireza Faed,2013-06-12 This thesis addresses the issue of customer complaints in the context of Customer Relationship Management CRM After a

comprehensive survey of the current literature on CRM the thesis describes the development of a new intelligent CRM I CRM framework which integrates text analytics type mapping SPSS structural equation modeling and linear and fuzzy approaches This new methodology in contrast to previous ones is able to handle customer complaints with respect to different variables thus allowing organizations to find their key customers and key complaints and to address and provide solution to the major complaints of the key customers hence promoting business development The thesis also describes the successful application of the method to a real world case represented by the immeasurable truck drivers complaints at the Fremantle port in Western Australia IT & Telecom Digest ,2004 Handbook of Research on Customer Equity in Marketing V. Kumar,Denish Shah,2015-01-30 Customer equity has emerged as the most important metric to manage firm performance This Handbook covers a broad range of strategic and tactical issues related to defining measuring managing and implementing the customer equity metric for maximizin **□□NEW TOEIC□□□□□□4□□□□□+□□□□□□□** LiveABC□□□,2023-04-17 LiveABC 4 4 TOEIC 530 550 1 2 3 4 5 6 7 4 4 The Digitalization Conundrum in India Keshab Das,Bhabani Shankar Prasad Mishra,Madhabananda Das,2021-03-01 This book examines the nature extent and implications of rapid strides digitalization has made in India since the turn of the millennium These have been examined not merely in the sphere of information and communication technology ICT but its multifarious applications spreading across almost all aspects of production services and institutions which have profound repercussions for the transformation of the society and economy at the micro meso and macro levels With contributions from both ICT scholars and social scientists this book presents diverse scenarios and unravels challenges faced in the process of technical applications access by the users of these disruptive technologies automation e commerce big data analytics algorithms artificial intelligence cloud computing etc which unlike heavy machines embodied technology mostly defy physical space pace of mobility and inoperability between technologies Chapters in this volume address challenges and possibilities in establishing and operating intricate engineering infrastructure technical and societal constraints encountered in broad basing digitalization across layers of educational and social skills conducive to difficult geographies Issues dealt within this book include farming healthcare education food processing e commerce labour rural community development open source data and information democracy The chapters also reflect upon implications on local economy and society of the very global nature of these seamless technologies where inter operability remains the quintessential advantage of digitalization whether promoted or spearheaded through the state private sector or global capital The book critiques policy inadequacies and suggests plausible policy approaches to reduce the adverse impacts of fast digitalization and broad base potential benefits across space and levels of socio economic development of regions and society This book would be of interest to scholars practitioners technocrats industry analysts policy makers and civil society agencies **biz □□□□ 2017 □ 03 □□ No.159 [□□□]** LiveABC□□□,2017-03-01 **Outsourcing and Insourcing in an International Context** Marc J Schniederjans,Ashlyn M Schniederjans,Dara G Schniederjans,2015-03-26 Designed for upper level

undergraduate or graduate courses in production operations management management information systems international business and strategic management this text focuses on concepts processes and methodologies for firms planning to undertake or currently involved in outsourcing insourcing decisions Outsourcing and Insourcing in an International Context is the only available text that includes coverage of the international risk factors associated with this strategy The book presents a balanced view of the positive and negative aspects of outsourcing and provides essential coverage of the fundamental techniques involved in any outsourcing insourcing decision In addition it discusses the ethical ramifications of outsourcing for companies and governments around the world Each chapter includes learning objectives discussion questions and sample problems An Instructor s Manual Test Bank and PowerPoint presentation are available to teachers who adopt the text

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