Customer Service Report

|  |  |  |  |
| --- | --- | --- | --- |
| **CSR No.** |  | **Customer name** |  |
| **Date:** | **[Date]** | **Address** |  |
| **Status of call** | **Choose an item.** | **City, ST ZIP Code** |  |
| **Instructions from** |  | **On** | **[Date]** |

**Nature of Problem**

|  |  |
| --- | --- |
| **Problem reported** |  |
| **Location of installation** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **System down?** |  | **Equipment type** |  |
| **Call reported by** |  | **Make** |  |
| **Date | time** | **[Date | time]** | **Model** |  |
| **Serial No.** |  | **Notes** |  |

**Service Details**

|  |  |
| --- | --- |
| **Service rendered** |  |
| **Engineer’s Remarks** |  |
| **Status after service** |  |
| **Defects found on inspection** |  |

**EVENTS | Date | time [Date | time] Start of service [Date | time] | End of service [Date | time]**

**Customer Feedback**

|  |  |
| --- | --- |
| **Remarks** |  |
| **Please rate this call by choosing an option** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** |  | **Designation** |  |
| **Phone | Fax** |  | **Email** |  |
| **Signature** |  | **Date** |  |

|  |  |
| --- | --- |
| **Place** |  |