



IN	Date	Time	Repair	Date	Time
Region			Center		

Work Order No. 425 Date 25/2/2010 Token No. Claim No.

Model <u>J7000</u>	Customer's Name & Address <u>Harinder</u> <u>Banilla</u>	PALAK COMMUNICATION G-15, Chaddha Complex, GMD Road, Moradabad-244001 Mob. 9834540048 E-mail: pradeep.saxena19@gmail.com
Sl. No. <u>RPM5340475L</u>		
IMEI/RSN No. <u>35245093113005</u>		
Battery No. <u></u>		
Date of Purchase <u>15/5/09</u>	Mobile No. <u>9827829977</u>	
Status <u>ACC</u>	Card No. <u></u>	

Nature of Complaint As Reported By Customer : (To be filled by Customer)
Rm J7000 AC

Condition of Equipment (External Only)

<input type="checkbox"/> Handset Damaged	<input checked="" type="checkbox"/> Scratches on Aesthetics / Body	<input type="checkbox"/> Liquid Logged	<input type="checkbox"/> Adaptor burnt
<input type="checkbox"/> LCD Broken / Bleeding	<input type="checkbox"/> Keypad Faded / Key missing	<input type="checkbox"/> Battery damaged	<input type="checkbox"/> ACC Function

Received Item :	Yes	No	Fault Found By Engineer :
Hand Set	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Battery	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Charger	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Hands Free	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Sound Mute	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Memory Card	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Data Cable	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Approved <input type="checkbox"/> Not Approved <input type="checkbox"/>			

Estimate Details		Details of Stand by Model Issued :
Type	Amount	
Labour		
Parts		
		• Stand By Model
		• Serial No.
		• Ref. / IMEI
		• Date

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

☐ I hereby accepted the estimate given & took 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		Amount	
					Rs.	Ps.	Rs.	Ps.
Job Completed by <u>On</u>				Inv / CR No.		Sub Total		
Inspected / Okayed by				Dated		VAT @		
Shipped in SPN by <u>On</u>						Service Charges		
Delivered/Demonstrated						S. Tax @		
(In Words) Rupees						Tax		
IRIS Code Condition		Symptom	Spl. Code	Defect	Repair			

Samsung Service Centre Complaint

M Carnoy



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Business World ,2005-02 **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 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 IT & Telecom Digest ,2004

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 NEW TOEIC 4000+ 4000
LiveABC,2023-04-17 LiveABC 4 4 TOEIC 530 550 1 2 3 4 5 6 7 4 4 **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 *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

Building Brands in Asia Tim Andrews,Wilson Chew,2017-05-18 In a global business environment characterized by volatility and change the formation of enduring relationships with consumers is paramount but also notoriously difficult Developing a unique brand personality is increasingly recognized as a key method to achieving the goal of customer loyalty Focusing on the creation development and management of brands in the world s most dynamic diverse and challenging business environment Building Brands in Asia challenges the assumption that the continuing success of global brands in Asia is a given The first part examines the challenge multinational corporations face in balancing brand consistency with local effectiveness In the second part attention shifts to Asian company brands where the focus on branding has been relatively muted until now Through a variety of sector and country contexts from facilities management to football clubs places to pop bands home appliances to home weaving we narrate simply and clearly the value meaning auditing aligning extending and architecture of brands from the likes of Haier Ah Yee Taung Axis Bank OCS Caltex Manchester United and Thai Airways in markets as diverse as Japan Laos Korea and Singapore Replete with anecdotes interviews and case studies Andrews and Chew provide an insightful detailed and timely examination for all those interested in today s primary corporate preoccupation set in the world s most exciting marketplace

Cyber Law in Bangladesh Mohammad Ershadul Karim,2022-05-20 Derived from the renowned multi volume International Encyclopaedia of Laws this practical guide to cyber law the law affecting information and communication technology ICT in the Bangladesh covers every aspect of the subject including intellectual property rights in the ICT sector relevant competition rules drafting and negotiating ICT related contracts electronic transactions privacy issues and computer crime Lawyers who handle transnational matters will appreciate the detailed explanation of specific characteristics of practice and procedure Following a general introduction the book assembles its information and guidance in seven main areas of practice the regulatory framework of the electronic communications market software protection legal protection of databases or chips and other intellectual property matters contracts with regard to software licensing and network services with special attention to case law in this area rules with regard to electronic evidence regulation of electronic signatures

electronic banking and electronic commerce specific laws and regulations with respect to the liability of network operators and service providers and related product liability protection of individual persons in the context of the processing of personal data and confidentiality and the application of substantive criminal law in the area of ICT Its succinct yet scholarly nature as well as the practical quality of the information it provides make this book a valuable time saving tool for business and legal professionals alike Lawyers representing parties with interests in the Bangladesh will welcome this very useful guide and academics and researchers will appreciate its value in the study of comparative law in this relatively new and challenging field

Marketing Michael R. Solomon, Greg W. Marshall, Elnora W. Stuart, Bradley R. Barnes, Vincent Wayne Mitchell, Wendy Tabrizi, 2019 Marketing Real People Real Decisions is the only text to introduce marketing from the perspective of real people who make real marketing decisions at leading companies everyday Timely relevant and dynamic this reader friendly text shows students how marketing concepts are implemented and what they really mean in the marketplace With this book the authors show how marketing can come alive when practiced by real people who make real choices The 3rd European edition presents more information than ever on the core issues every marketer needs to know including value analytics and metrics and ethical and sustainable marketing And with new examples and assessments the text helps students actively learn and retain chapter content so they know what s happening in the world of marketing today This edition features a large number of new cases from prominent marketing academics and professionals from around Europe

Daily Graphic Yaw Boadu-Ayeboafah, 2005-12-07 Emerging Trends and Innovations in Industries of the Developing World Dimitrios A. Karras, Sai Kiran Oruganti, Sudeshna Ray, 2023-09-28 ISC 2022 is dedicated to the Niti Aayog policies to promote sustainability through exchange of ideas emerging out of the academia The ISC is an annual conference that is held in virtual mode until COVID restrictions on travel exist The vision of the conference is to capacitate Academia with the necessary ideas that provide insights of the grassroot level development to various stakeholders of the Niti Aayog policies Towards this goal the conference creates a conjunction of various stakeholders of Niti Aayog policies that include academic institutions government bodies policy makers and industry The ISC organizers make concerted efforts to promote academic research that would technological scientific management business practices and insights into policy merits disruptions The framework of exchange of ideas is geared towards adoption of deep technologies fundamental sciences engineering energy research energy policies advances in medicine related case studies This framework enables the round table discussions between the academia industry and policy makers through its range of plenary and keynote speakers

Business Week, 2005 **Handbook of Cyber Law & Cyber Crime Cases in India** Prakash Prasad, 2022-02-14 Handbook of Cyber Law Cyber Crime Cases in India will serve as a reference point for cyber crime cases in Indian context under the Information Technology Act The Information Technology Amendment Act 2008 Real Life cyber Cases with the applicable cyber law is presented in this book in a simple language It will be a reference manual for anyone who wants to learn and understand law

governing cyberspace in India On an average a cyber law course will cost you about US Dollars 2500 This book covers about 101 real cyber crime case study along with brief illustration and explanation of every section under the relevant Indian Law

Recent Trends and Future Technology in Applied Intelligence Malek Mouhoub, Samira Sadaoui, Otmane Ait Mohamed, Moonis Ali, 2018-06-14 This book constitutes the thoroughly refereed proceedings of the 31st International Conference on Industrial Engineering and Other Applications of Applied Intelligent Systems IEA AIE 2018 held in Montreal QC Canada in June 2018 The 53 full papers and 33 short papers presented were carefully reviewed and selected from 146 submissions They are organized in the following topical sections constraint solving and optimization data mining and knowledge discovery evolutionary computation expert systems and robotics knowledge representation machine learning meta heuristics multi agent systems natural language processing neural networks planning scheduling and spatial reasoning rough sets Internet of Things IoT ubiquitous computing and big data data science privacy and security intelligent systems approaches in information extraction and artificial intelligence law and justice

Against All Odds Jorma Ollila, Harri Saukkomaa, 2016-09-13 In this compelling memoir Nokia's legendary CEO Jorma Ollila presents a riveting account of the inner workings of the company that created the global mobile revolution CEO from 1992 to 2006 Ollila led Nokia from near catastrophe to become the world's leading mobile phone manufacturer He built a company where visionary thinking and courageous decisions were combined with exceptional creativity and first rate engineering leading to phenomenal growth Follow Ollila's personal and professional journey where you'll learn about the fine line between stratospheric success and disastrous failure His stories are filled with lessons about the nature of leadership the importance of shared values and the need for strategic thinking Ollila offers a uniquely clear picture of life as a CEO with many insights into how business is conducted at the highest levels He is especially upfront about working with his executive and management teams as well as encounters with figures such as Bill Gates Steve Jobs and George Soros He offers poignant as well as illuminating stories of hair raising risks and huge successes but also of poor judgment and bad decision making

Automotive Executive, 1994

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