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 |  |