**Customer Service & Support 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 |  |

**Customer Feedback**

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

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

|  |  |
| --- | --- |
| Place |  |