

Customer Service Report Template

Company Name

Address Line 1

Address Line 2

<<Phone>> <<Fax>>

Email Address

Company Website

| CUSTOMER SERVICE REPORT | | | |
| --- | --- | --- | --- |
| CSR No. | | Date: | |
| **Customer Name**: | | | |
| Address: | | | |
| City: | State: | | ZIP Code: |
| Status of Call: **Warranty or AMC** (Please circle) | Instruction From  Mr.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ On\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
| Nature of ProblEM | | | |
| Problem Reported: | | | |
| System Down: Yes / No (Please circle) | | | Equipment Type: |
| Make: | Model | | Serial No. |
| Call Reported by: | Date: | | Time: |
| Location of Installation: | | | |
| Service DETAILS | | | |
| Service Rendered: | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Engineer’ s Remarks: | | | | | Status after Service:  (Please circle)  Complete/ Incomplete/ Pending for spares/ Under Observation/ Working solution provided |
| Defects found on inspection: | | | | | |
| Events: ( Date & Time) | | Start of Service: | | End of service: | |
| **PLEASE RATE THIS CALL BY TICKING AN OPTION** | | | | | |
|  | | | | | |
| Extremely Satisfied | Satisfied | | Dissatisfied | | Annoyed |
| **CUSTOMER FEEDBACK** | | | | | |
| Remarks: | | | | | |
| Name : | | | Designation: | | Phone/Fax: |
| Email: | | | | | |
| Signature: | | | Date: | | Place: |