




# Vallabh Enterprises

**Regd. Office :** 401,shanti kutir,shivaji road,near thakur international school,kandivali(west) mumbai - 400067  
**Support : | W :** www.vallabhenterprises.com  
**E :** vallabhsecure@yahoo.co.in

| <b>Service Status Details : VE2369</b>                                      |  |   |   |   |   |           |                 |        |                     |           |                     |                     |           |   |   |                     |            |     |  |   |                     |            |              |  |   |                     |            |     |  |   |                     |            |     |  |   |
|---|--|---|---|---|---|-----------|-----------------|--------|---------------------|-----------|---------------------|---------------------|-----------|---|---|---------------------|------------|-----|--|---|---------------------|------------|--------------|--|---|---------------------|------------|-----|--|---|---------------------|------------|-----|--|---|
| <b>Priority :</b>   | Low  |   |   |   |   |           |                 |        |                     |           |                     |                     |           |   |   |                     |            |     |  |   |                     |            |              |  |   |                     |            |     |  |   |                     |            |     |  |   |
| <b>Created By :</b>   | Admin - Apurva Vajaria   |   |   |   |   |           |                 |        |                     |           |                     |                     |           |   |   |                     |            |     |  |   |                     |            |              |  |   |                     |            |     |  |   |                     |            |     |  |   |
| <b>Complaint Mob. No. :</b>   | 7718815774   |   |   |   |   |           |                 |        |                     |           |                     |                     |           |   |   |                     |            |     |  |   |                     |            |              |  |   |                     |            |     |  |   |                     |            |     |  |   |
| <b>Technician Name :</b>  | Rishi Desai  |   | <b>Technician Mobile :</b>  | 8369234074  |   |           |                 |        |                     |           |                     |                     |           |   |   |                     |            |     |  |   |                     |            |              |  |   |                     |            |     |  |   |                     |            |     |  |   |
| <b>Ticket Type :</b>  | Complain   | <b>Date &amp; Time :</b>  | 05-12-2020 01:01:49   |   |   |           |                 |        |                     |           |                     |                     |           |   |   |                     |            |     |  |   |                     |            |              |  |   |                     |            |     |  |   |                     |            |     |  |   |
| <b>Vendor Details :</b>   |  |   |   |   |   |           |                 |        |                     |           |                     |                     |           |   |   |                     |            |     |  |   |                     |            |              |  |   |                     |            |     |  |   |                     |            |     |  |   |
| Company Name/Client Name :  | Celio Future Fashion Private Ltd   | Customer's Mobile :   | 7718815774  | Name :  | Celio Future Fashion Private Ltd-sarfaraz |           |                 |        |                     |           |                     |                     |           |   |   |                     |            |     |  |   |                     |            |              |  |   |                     |            |     |  |   |                     |            |     |  |   |
| <b>Address :</b>  |  |   |   |   |   |           |                 |        |                     |           |                     |                     |           |   |   |                     |            |     |  |   |                     |            |              |  |   |                     |            |     |  |   |                     |            |     |  |   |
| Mumbai , Goregaon East, Mumbai, Maharashtra, India , , 400006 , Maharashtra |  |   |   |   |   |           |                 |        |                     |           |                     |                     |           |   |   |                     |            |     |  |   |                     |            |              |  |   |                     |            |     |  |   |                     |            |     |  |   |
| <b>AMC Details :</b>  |  |   |   |   |   |           |                 |        |                     |           |                     |                     |           |   |   |                     |            |     |  |   |                     |            |              |  |   |                     |            |     |  |   |                     |            |     |  |   |
| Expiry Date :   | 15-11-2020 12:00:00  |   | Type :  | Non-Comprehensive   |   |           |                 |        |                     |           |                     |                     |           |   |   |                     |            |     |  |   |                     |            |              |  |   |                     |            |     |  |   |                     |            |     |  |   |
| <b>Product Name :</b>   | Alarm System   |   |   |   |   |           |                 |        |                     |           |                     |                     |           |   |   |                     |            |     |  |   |                     |            |              |  |   |                     |            |     |  |   |                     |            |     |  |   |
| <b>Complain :</b>   | door is locked cannot open 1 light is automatically getting on 1 exit switch issue   |   |   |   |   |           |                 |        |                     |           |                     |                     |           |   |   |                     |            |     |  |   |                     |            |              |  |   |                     |            |     |  |   |                     |            |     |  |   |
| <b>Technician Comment :</b>   | Edit User in user manual in Netx controll of ganesh and mahadik, also unarmed the pantry door and server right door as per clients requirement. issue resolved.  |   |   |   |   |           |                 |        |                     |           |                     |                     |           |   |   |                     |            |     |  |   |                     |            |              |  |   |                     |            |     |  |   |                     |            |     |  |   |
| <b>Complain Operator :</b>  | Desktop - Apurva Vajaria   |   |   |   |   |           |                 |        |                     |           |                     |                     |           |   |   |                     |            |     |  |   |                     |            |              |  |   |                     |            |     |  |   |                     |            |     |  |   |
| <b>Remark :</b>   | Edit User in user manual in Netx controll of ganesh and mahadik, also unarmed the pantry door and server right door as per clients requirement. issue resolved.  |   |   |   |   |           |                 |        |                     |           |                     |                     |           |   |   |                     |            |     |  |   |                     |            |              |  |   |                     |            |     |  |   |                     |            |     |  |   |
| <b>Status History :</b>   | <table><thead><tr><th>Date Time</th><th>Technician Name</th><th>Status</th><th>Remark</th><th>Sign</th></tr></thead><tbody><tr><td>15-12-2020 04:19:47</td><td>RishiDesai</td><td>Completed</td><td>Edit User in user manual in Netx controll of ganesh and mahadik, also unarmed the pantry door and server right door as per clients requirement. issue resolved.</td><td></td></tr><tr><td>15-12-2020 03:07:25</td><td>RishiDesai</td><td>New</td><td></td><td>-</td></tr><tr><td>15-12-2020 03:07:21</td><td>RishiDesai</td><td>Work Pending</td><td></td><td>-</td></tr><tr><td>05-12-2020 01:02:03</td><td>RishiDesai</td><td>New</td><td></td><td>-</td></tr><tr><td>05-12-2020 01:01:49</td><td>RishiDesai</td><td>New</td><td></td><td>-</td></tr></tbody></table> |   |   |   |   | Date Time | Technician Name | Status | Remark              | Sign      | 15-12-2020 04:19:47 | RishiDesai          | Completed | Edit User in user manual in Netx controll of ganesh and mahadik, also unarmed the pantry door and server right door as per clients requirement. issue resolved. |  | 15-12-2020 03:07:25 | RishiDesai | New |  | - | 15-12-2020 03:07:21 | RishiDesai | Work Pending |  | - | 05-12-2020 01:02:03 | RishiDesai | New |  | - | 05-12-2020 01:01:49 | RishiDesai | New |  | - |
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| <b>Previous Complain History :</b>  | <table><thead><tr><th>Date Time</th><th>Technician Name</th><th>Remark</th></tr></thead><tbody><tr><td>18-09-2020 01:49:40</td><td>YashDoshi</td><td></td></tr><tr><td>07-08-2020 01:50:58</td><td>YashDoshi</td><td>checked cable and switch also restarted the pannel its working ok yash and rishi visited.</td></tr></tbody></table>   |   |   |   |   | Date Time | Technician Name | Remark | 18-09-2020 01:49:40 | YashDoshi |                     | 07-08-2020 01:50:58 | YashDoshi | checked cable and switch also restarted the pannel its working ok yash and rishi visited.   |   |                     |            |     |  |   |                     |            |              |  |   |                     |            |     |  |   |                     |            |     |  |   |
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