




Vallabh Enterprises

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Service Status Details : VE1550																									
Priority :	High																								
Created By :	Admin - Apurva Vajaria																								
Complaint Mob. No. :	9980471704																								
Technician Name :	Mayur Yadav		Technician Mobile :	8411951301																					
Ticket Type :	Complain	Date & Time :	13-07-2020 12:50:15																						
Vendor Details :																									
Company Name/Client Name :	Concentrix Services India Pvt. Ltd--Ecospace4a	Customer's Mobile :	9980471704	Name :	Dinesh Menon																				
Address :																									
bangalore , , , 560029 , Maharashtra																									
AMC Details :																									
Expiry Date :	01-01-1970 05:30:00		Type :																						
Product Name :	CCTV																								
Complain :	Remote Playback CCTV Application Is not working at Eco space 4A location.																								
Technician Comment :	remote playback application problem solve new updated iVMS software installed																								
Complain Operator :	Desktop - Apurva Vajaria																								
Remark :	remote playback application problem solve new updated iVMS software installed																								
Status History :	<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>14-07-2020 02:08:04</td><td>MayurYadav</td><td>Completed</td><td>remote playback application problem solve new updated iVMS software installed</td><td></td></tr><tr><td>13-07-2020 12:50:24</td><td>MayurYadav</td><td>New</td><td></td><td>-</td></tr><tr><td>13-07-2020 12:50:16</td><td>MayurYadav</td><td>New</td><td></td><td>-</td></tr></tbody></table>					Date Time	Technician Name	Status	Remark	Sign	14-07-2020 02:08:04	MayurYadav	Completed	remote playback application problem solve new updated iVMS software installed		13-07-2020 12:50:24	MayurYadav	New		-	13-07-2020 12:50:16	MayurYadav	New		-
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Previous Complain History :	<table><thead><tr><th>Date Time</th><th>Technician Name</th><th>Remark</th></tr></thead><tbody><tr><td>08-11-2020 01:10:24</td><td></td><td>checked the server controller the cable was disconnected. Now both the door working fine</td></tr><tr><td>27-10-2020 10:12:46</td><td>YashDoshi</td><td>Issue has been resolved as it was because of internal issue with CAS and the same was resolved by CAS team.</td></tr></tbody></table>					Date Time	Technician Name	Remark	08-11-2020 01:10:24		checked the server controller the cable was disconnected. Now both the door working fine	27-10-2020 10:12:46	YashDoshi	Issue has been resolved as it was because of internal issue with CAS and the same was resolved by CAS team.											
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