## 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

| Service Status Details : VE1672 |  |          |                     |  |           |            |                     |      |
|---------------------------------|--|----------|---------------------|--|-----------|------------|---------------------|------|
| Priority :                      | High   |          |                     |  |           |            |                     |      |
| <b>Created By :</b>             | Admin - Apurva Vajaria   |          |                     |  |           |            |                     |      |
| Complaint Mob.<br>No. :         | 9940409683   |          |                     |  |           |            |                     |      |
| Technician Name :               | Jinal Goradia  |          |                     | Technician<br>Mobile :   |           | 8080922970 |                     |      |
| Ticket Type :                   | Complain   | 'ime :   | 11-08-2020 12:24:46 |  |           |            |                     |      |
| Vendor Details :                |  |          |                     |  |           |            |                     |      |
| Company<br>Name/Client Name :   | Concentrix Customer<br>Technology India<br>Pvt Ltd - Chennai   |          | "S                  | 9940409683   |           | Name :     | G.santhana<br>Raja. |      |
| Address :                       |  |          |                     |  |           |            |                     |      |
| chennai , , , ,                 |  |          |                     |  |           |            |                     |      |
| AMC Details :                   |  |          |                     |  |           |            |                     |      |
| Expiry Date :                   | 01-01-1970 05:30:00  |          |                     | Type :   |           |            |                     |      |
| Product Name :                  | CCTV   |          |                     |  |           |            |                     |      |
| Complain :                      | backup NVR showing Video loss  |          |                     |  |           |            |                     |      |
| Technician<br>Comment :         |  |          |                     |  |           |            |                     |      |
| Complain Operator<br>:          | Desktop - Apurva Vajaria   |          |                     |  |           |            |                     |      |
| Remark :                        | IP Camera added in IVMS removed and reconfigured Error resolved and all 4 IP cameras in Primary and secoundry NVR's is working fine and verified |          |                     |  |           |            |                     |      |
| <b>Status History :</b>         | Date Time   11-08-2020 06:25:00   11-08-2020 06:22:20  |          | Technician Name     |  | St        | atus       | Remark              | Sign |
|                                 |  |          | JinalGoradia        |  | Completed |            |                     | -    |
|                                 |  |          | JinalGoradia        |  | New       |            |                     | -    |
|                                 | 11-08-2020 12:24:47  |          | JinalGoradia        |  | New       |            |                     | -    |
| Previous Complain<br>History :  | Date Time Technici   |          | an Name             |  | Remark    |            |                     |      |
| instory .                       | 15-06-2020 03:52:48  | JinalGor | adia                | LOCAL VENDOR RAJESH HAD VISITED AND HAVE TOLD<br>TO DWLOD THE LOGS AND THEN VCALL BUT AFTER<br>THAT AGAIN THE LOCKDOWN STARTED |           |            |                     |      |
|                                 | 28-03-2020 03:56:00  |          |                     |  |           |            |                     |      |