## Vallabh Enterprises

 $\label{eq:Regd.office:401,shanti kutir,shivaji road,near thakur international school,kandivali(west) mumbai - 400067 \\ \text{Support:} \mid \textbf{W}: www.vallabhenterprises.com \\ \textbf{E}: vallabhsecure@yahoo.co.in \\ \end{cases}$ 

| Service Status Details : VE705    |  |                     |                     |            |           |  |  |  |
|-----------------------------------|--|---------------------|---------------------|------------|-----------|--|--|--|
| Priority:                         | Low  |                     |                     |            |           |  |  |  |
| Created By:                       | Admin - Apurva Vajaria   |                     |                     |            |           |  |  |  |
| Complaint<br>Mob. No. :           | 9892109707   |                     |                     |            |           |  |  |  |
| Technician<br>Name :              | Zainul Shaikh  |                     | Technician Mobile : | 8080922971 |           |  |  |  |
| Ticket Type :                     | Complain   | Date & Time :       | 20-11-2019 12:49:50 | 2:49:50    |           |  |  |  |
| Vendor Details :                  |  |                     |                     |            |           |  |  |  |
| Company<br>Name/Client<br>Name :  | Maitri Financial<br>Consultant LLP   | Customer's Mobile : | 9892109707          | Name:      | Hemal Sir |  |  |  |
| Address:                          |  |                     |                     |            |           |  |  |  |
| Mumbai , , , 400092 , Maharashtra |  |                     |                     |            |           |  |  |  |
| AMC Details :                     |  |                     |                     |            |           |  |  |  |
| Expiry Date :                     | 01-01-1970 05:30:00  |                     | Type:               |            |           |  |  |  |
| <b>Product Name:</b>              | CCTV   |                     |                     |            |           |  |  |  |
| Complain:                         | ALL CAMERAS OFF  |                     |                     |            |           |  |  |  |
| Technician<br>Comment :           | new tvt dvr installation and Connection done. all configuration and network settings done. live view on in three tv and mobile view done. all working properly |                     |                     |            |           |  |  |  |
| Complain<br>Operator :            | Desktop - Apurva Vajaria   |                     |                     |            |           |  |  |  |
| Remark:                           | new tvt dvr installation and Connection done. all configuration and network settings done. live view on in three tv and mobile view done. all working properly |                     |                     |            |           |  |  |  |

| Status History :                  | Date Time           | Technician Name | Status   | Remark   | Sign |
|-----------------------------------|---------------------|-----------------|--|--|------|
|                                   | 19-02-2020 07:08:01 | ZainulShaikh    | Completed  | new tvt dvr installation<br>and Connection done. all<br>configuration and<br>network settings done.<br>live view on in three tv<br>and mobile view done.<br>all working properly | 205  |
|                                   | 19-02-2020 06:48:13 | ZainulShaikh    | New  |  | -    |
|                                   | 05-02-2020 10:56:11 | ZainulShaikh    | Awaiting Spares  |  | -    |
|                                   | 05-02-2020 10:55:10 | ZainulShaikh    | New  |  | -    |
|                                   | 30-01-2020 07:10:10 | ZainulShaikh    | Client Side  | issue not resolve.   | Al   |
|                                   | 29-01-2020 03:42:59 | ZainulShaikh    | New  |  | -    |
|                                   | 28-11-2019 03:46:10 | ZainulShaikh    | Client Side  |  | -    |
|                                   | 26-11-2019 09:52:35 | ZainulShaikh    | Work Pending   | need to check by<br>Connecting some other<br>DVR.  | Non  |
|                                   | 20-11-2019 12:50:02 | ZainulShaikh    | New  |  | -    |
|                                   | 20-11-2019 12:49:51 | ZainulShaikh    | New  |  | -    |
| Previous<br>Complain<br>History : | Date Time           | Technician Name | Remark   |  |      |
|                                   | 13-11-2019 02:59:34 | YasinShaikh     | HDMI splitter work completed PowerPoint change all camera working OK |  |      |
|                                   | 05-11-2019 12:51:52 | Ravi Rajbhar    | dvr issue . again and return office                                  |  |      |