




# 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 : VE7519</b> |  |   |  |   |           |           |                 |        |                     |                 |   |                     |                |   |   |                     |              |     |  |   |
|--|--|---|--|---|-----------|-----------|-----------------|--------|---------------------|-----------------|---|---------------------|----------------|---|---|---------------------|--------------|-----|--|---|
| <b>Priority :</b>                      | Low  |   |  |   |           |           |                 |        |                     |                 |   |                     |                |   |   |                     |              |     |  |   |
| <b>Created By :</b>                    | Admin - Apurva Vajaria   |   |  |   |           |           |                 |        |                     |                 |   |                     |                |   |   |                     |              |     |  |   |
| <b>Complaint Mob. No. :</b>            | 9892109707   |   |  |   |           |           |                 |        |                     |                 |   |                     |                |   |   |                     |              |     |  |   |
| <b>Technician Name :</b>               | Ravi Rajbhar   |   | <b>Technician Mobile :</b>   | 8080922965  |           |           |                 |        |                     |                 |   |                     |                |   |   |                     |              |     |  |   |
| <b>Ticket Type :</b>                   | Complain   | <b>Date &amp; Time :</b>  | 02-02-2023 02:55:28  |   |           |           |                 |        |                     |                 |   |                     |                |   |   |                     |              |     |  |   |
| <b>Vendor Details :</b>                |  |   |  |   |           |           |                 |        |                     |                 |   |                     |                |   |   |                     |              |     |  |   |
| Company Name/Client Name :             | Maitri Financial New Office 1403-1404  | Customer's Mobile :   | 9892109707   | Name :  | Hemal Sir |           |                 |        |                     |                 |   |                     |                |   |   |                     |              |     |  |   |
| <b>Address :</b>                       |  |   |  |   |           |           |                 |        |                     |                 |   |                     |                |   |   |                     |              |     |  |   |
| Mumbai , , , , Maharashtra             |  |   |  |   |           |           |                 |        |                     |                 |   |                     |                |   |   |                     |              |     |  |   |
| <b>AMC Details :</b>                   |  |   |  |   |           |           |                 |        |                     |                 |   |                     |                |   |   |                     |              |     |  |   |
| Expiry Date :                          | 01-01-1970 05:30:00  |   | Type :   |   |           |           |                 |        |                     |                 |   |                     |                |   |   |                     |              |     |  |   |
| <b>Product Name :</b>                  | Time And Attendance  |   |  |   |           |           |                 |        |                     |                 |   |                     |                |   |   |                     |              |     |  |   |
| <b>Complain :</b>                      | Biometric software need to install in laptop and some software issue and some CCTV password issue  |   |  |   |           |           |                 |        |                     |                 |   |                     |                |   |   |                     |              |     |  |   |
| <b>Technician Comment :</b>            | Biometric attendance software reinstall in leptop With configuration done and all ok working done Employees renaming in software demo to Veena mdm cctv password also forget client side   |   |  |   |           |           |                 |        |                     |                 |   |                     |                |   |   |                     |              |     |  |   |
| <b>Complain Operator :</b>             | Desktop - Apurva Vajaria   |   |  |   |           |           |                 |        |                     |                 |   |                     |                |   |   |                     |              |     |  |   |
| <b>Remark :</b>                        | Biometric attendance software reinstall in leptop With configuration done and all ok working done Employees renaming in software demo to Veena mdm cctv password also forget client side   |   |  |   |           |           |                 |        |                     |                 |   |                     |                |   |   |                     |              |     |  |   |
| <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>02-02-2023 06:15:23</td><td>Ravi Rajbhar</td><td>Completed</td><td>Biometric attendance software reinstall in leptop With configuration done and all ok working done Employees renaming in software demo to Veena mdm cctv password also forget client side</td><td></td></tr><tr><td>02-02-2023 02:56:10</td><td>Ravi Rajbhar</td><td>New</td><td></td><td>-</td></tr></tbody></table>  |   |  |   |           | Date Time | Technician Name | Status | Remark              | Sign            | 02-02-2023 06:15:23   | Ravi Rajbhar        | Completed      | Biometric attendance software reinstall in leptop With configuration done and all ok working done Employees renaming in software demo to Veena mdm cctv password also forget client side  |  | 02-02-2023 02:56:10 | Ravi Rajbhar | 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>30-01-2023 04:14:01</td><td>Siddhesh Chavan</td><td>NVR online working but dives delete to I'd re add dives and online working ok and tv view issue resolved because NVR side adapter loss contion and working ok</td></tr><tr><td>21-12-2022 11:49:16</td><td>Atique Salmani</td><td>In 1404 installation essl software and told to Veena madm and also hemant sir how to genrate report with licence key updated And in old office check device lan port cable And then Installation done smart office and told to Tejas hou to add employees and delet employees and also genrate report .</td></tr></tbody></table> |   |  |   |           | Date Time | Technician Name | Remark | 30-01-2023 04:14:01 | Siddhesh Chavan | NVR online working but dives delete to I'd re add dives and online working ok and tv view issue resolved because NVR side adapter loss contion and working ok | 21-12-2022 11:49:16 | Atique Salmani | In 1404 installation essl software and told to Veena madm and also hemant sir how to genrate report with licence key updated And in old office check device lan port cable And then Installation done smart office and told to Tejas hou to add employees and delet employees and also genrate report . |   |                     |              |     |  |   |
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