

# 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 : VE5503</b> |                                                                                                                                                                                                                                                                                                                                                                                          |                                  |                            |        |             |           |                 |        |                     |            |                                  |                     |            |                                |   |                     |  |     |  |   |                     |  |     |  |   |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|----------------------------|--------|-------------|-----------|-----------------|--------|---------------------|------------|----------------------------------|---------------------|------------|--------------------------------|---|---------------------|--|-----|--|---|---------------------|--|-----|--|---|
| <b>Priority :</b>                      | Low                                                                                                                                                                                                                                                                                                                                                                                      |                                  |                            |        |             |           |                 |        |                     |            |                                  |                     |            |                                |   |                     |  |     |  |   |                     |  |     |  |   |
| <b>Created By :</b>                    | Admin - Apurva Vajaria                                                                                                                                                                                                                                                                                                                                                                   |                                  |                            |        |             |           |                 |        |                     |            |                                  |                     |            |                                |   |                     |  |     |  |   |                     |  |     |  |   |
| <b>Complaint Mob. No. :</b>            | 9313824880                                                                                                                                                                                                                                                                                                                                                                               |                                  |                            |        |             |           |                 |        |                     |            |                                  |                     |            |                                |   |                     |  |     |  |   |                     |  |     |  |   |
| <b>Technician Name :</b>               |                                                                                                                                                                                                                                                                                                                                                                                          |                                  | <b>Technician Mobile :</b> |        |             |           |                 |        |                     |            |                                  |                     |            |                                |   |                     |  |     |  |   |                     |  |     |  |   |
| <b>Ticket Type :</b>                   | Complain                                                                                                                                                                                                                                                                                                                                                                                 | <b>Date &amp; Time :</b>         | 19-05-2022 05:34:49        |        |             |           |                 |        |                     |            |                                  |                     |            |                                |   |                     |  |     |  |   |                     |  |     |  |   |
| <b>Vendor Details :</b>                |                                                                                                                                                                                                                                                                                                                                                                                          |                                  |                            |        |             |           |                 |        |                     |            |                                  |                     |            |                                |   |                     |  |     |  |   |                     |  |     |  |   |
| Company Name/Client Name :             | Shoppers Stop Ltd - Vasant Kunj                                                                                                                                                                                                                                                                                                                                                          | Customer's Mobile :              | 9313824880                 | Name : | Iqbal Ahmed |           |                 |        |                     |            |                                  |                     |            |                                |   |                     |  |     |  |   |                     |  |     |  |   |
| <b>Address :</b>                       |                                                                                                                                                                                                                                                                                                                                                                                          |                                  |                            |        |             |           |                 |        |                     |            |                                  |                     |            |                                |   |                     |  |     |  |   |                     |  |     |  |   |
| delhi , , , 110070 , Maharashtra       |                                                                                                                                                                                                                                                                                                                                                                                          |                                  |                            |        |             |           |                 |        |                     |            |                                  |                     |            |                                |   |                     |  |     |  |   |                     |  |     |  |   |
| <b>AMC Details :</b>                   |                                                                                                                                                                                                                                                                                                                                                                                          |                                  |                            |        |             |           |                 |        |                     |            |                                  |                     |            |                                |   |                     |  |     |  |   |                     |  |     |  |   |
| <b>Expiry Date :</b>                   | 01-01-1970 05:30:00                                                                                                                                                                                                                                                                                                                                                                      |                                  | <b>Type :</b>              |        |             |           |                 |        |                     |            |                                  |                     |            |                                |   |                     |  |     |  |   |                     |  |     |  |   |
| <b>Product Name :</b>                  | CCTV                                                                                                                                                                                                                                                                                                                                                                                     |                                  |                            |        |             |           |                 |        |                     |            |                                  |                     |            |                                |   |                     |  |     |  |   |                     |  |     |  |   |
| <b>Complain :</b>                      | 1 camera off issue - telephonic support                                                                                                                                                                                                                                                                                                                                                  |                                  |                            |        |             |           |                 |        |                     |            |                                  |                     |            |                                |   |                     |  |     |  |   |                     |  |     |  |   |
| <b>Technician Comment :</b>            |                                                                                                                                                                                                                                                                                                                                                                                          |                                  |                            |        |             |           |                 |        |                     |            |                                  |                     |            |                                |   |                     |  |     |  |   |                     |  |     |  |   |
| <b>Complain Operator :</b>             | Desktop - Apurva Vajaria                                                                                                                                                                                                                                                                                                                                                                 |                                  |                            |        |             |           |                 |        |                     |            |                                  |                     |            |                                |   |                     |  |     |  |   |                     |  |     |  |   |
| <b>Remark :</b>                        | 1)Sarfaraz visited on site 21.05.2022 and found cable issue cable joint issue resolved<br>2)Privacy Mask issue still pending need to upgrade firmware                                                                                                                                                                                                                                    |                                  |                            |        |             |           |                 |        |                     |            |                                  |                     |            |                                |   |                     |  |     |  |   |                     |  |     |  |   |
| <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>27-05-2022 03:37:26</td><td></td><td>Completed</td><td></td><td>-</td></tr><tr><td>19-05-2022 05:35:32</td><td></td><td>New</td><td></td><td>-</td></tr><tr><td>19-05-2022 05:34:49</td><td></td><td>New</td><td></td><td>-</td></tr></tbody></table> |                                  |                            |        |             | Date Time | Technician Name | Status | Remark              | Sign       | 27-05-2022 03:37:26              |                     | Completed  |                                | - | 19-05-2022 05:35:32 |  | New |  | - | 19-05-2022 05:34:49 |  | New |  | - |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                          | Status                           | Remark                     | Sign   |             |           |                 |        |                     |            |                                  |                     |            |                                |   |                     |  |     |  |   |                     |  |     |  |   |
| 27-05-2022 03:37:26                    |                                                                                                                                                                                                                                                                                                                                                                                          | Completed                        |                            | -      |             |           |                 |        |                     |            |                                  |                     |            |                                |   |                     |  |     |  |   |                     |  |     |  |   |
| 19-05-2022 05:35:32                    |                                                                                                                                                                                                                                                                                                                                                                                          | New                              |                            | -      |             |           |                 |        |                     |            |                                  |                     |            |                                |   |                     |  |     |  |   |                     |  |     |  |   |
| 19-05-2022 05:34:49                    |                                                                                                                                                                                                                                                                                                                                                                                          | New                              |                            | -      |             |           |                 |        |                     |            |                                  |                     |            |                                |   |                     |  |     |  |   |                     |  |     |  |   |
| <b>Previous Complain History :</b>     | <table><thead><tr><th>Date Time</th><th>Technician Name</th><th>Remark</th></tr></thead><tbody><tr><td>30-04-2022 07:25:02</td><td>MayurYadav</td><td>Admin access given on 21.03.2022</td></tr><tr><td>31-08-2021 02:57:34</td><td>MayurYadav</td><td>admin access given to anil sir</td></tr></tbody></table>                                                                          |                                  |                            |        |             | Date Time | Technician Name | Remark | 30-04-2022 07:25:02 | MayurYadav | Admin access given on 21.03.2022 | 31-08-2021 02:57:34 | MayurYadav | admin access given to anil sir |   |                     |  |     |  |   |                     |  |     |  |   |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                          | Remark                           |                            |        |             |           |                 |        |                     |            |                                  |                     |            |                                |   |                     |  |     |  |   |                     |  |     |  |   |
| 30-04-2022 07:25:02                    | MayurYadav                                                                                                                                                                                                                                                                                                                                                                               | Admin access given on 21.03.2022 |                            |        |             |           |                 |        |                     |            |                                  |                     |            |                                |   |                     |  |     |  |   |                     |  |     |  |   |
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