



# Vallabh Enterprises

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|  |  |                          |                            |               |           |
|--|--|--------------------------|----------------------------|---------------|-----------|
| <b>Service Status Details : VE5246</b> |  |                          |                            |               |           |
| <b>Priority :</b>                      | Low  |                          |                            |               |           |
| <b>Created By :</b>                    | Admin - Apurva Vajaria   |                          |                            |               |           |
| <b>Complaint Mob. No. :</b>            | 8097384039   |                          |                            |               |           |
| <b>Technician Name :</b>               | Siddhesh Chavan  |                          | <b>Technician Mobile :</b> | 8080922985    |           |
| <b>Ticket Type :</b>                   | Complain   | <b>Date &amp; Time :</b> | 19-04-2022 11:10:26        |               |           |
| <b>Vendor Details :</b>                |  |                          |                            |               |           |
| Company Name/Client Name :             | Ritambhara Vishva Vidyapeeth - College   | Customer's Mobile :      | 8097384039                 | Name :        | Kedar Sir |
| <b>Address :</b>                       |  |                          |                            |               |           |
| Mumbai , , , , Maharashtra             |  |                          |                            |               |           |
| <b>AMC Details :</b>                   |  |                          |                            |               |           |
| Expiry Date :                          | 31-05-2021 12:00:00  |                          | Type :                     | Comprehensive |           |
| <b>Product Name :</b>                  | CCTV   |                          |                            |               |           |
| <b>Complain :</b>                      | 2 camera off issue   |                          |                            |               |           |
| <b>Technician Comment :</b>            | 2 camera repair and ruten and install with poe infector and one power supply une in canteen and 1 main gate right side camera no video issue resolved switch side adapter reconnect and one server room camera no video issue resolved |                          |                            |               |           |
| <b>Complain Operator :</b>             | Desktop - Apurva Vajaria   |                          |                            |               |           |
| <b>Remark :</b>                        | 2 camera repair and ruten and install with poe infector and one power supply une in canteen and 1 main gate right side camera no video issue resolved switch side adapter reconnect and one server room camera no video issue resolved |                          |                            |               |           |

| Status History :            |                     |                 |  |  |   |
|-----------------------------|---------------------|-----------------|--|--|---|
|                             | Date Time           | Technician Name | Status   | Remark   | Sign  |
|                             | 28-04-2022 12:18:48 | Siddhesh Chavan | Completed  | 2 camera repair and ruten and install with poe infector and one power supply une in canteen and 1 main gate right side camera no video issue resolved switch side adapter reconnect and one server room camera no video issue resolved |  |
|                             | 28-04-2022 09:52:47 | Siddhesh Chavan | New  |  | -   |
|                             | 20-04-2022 02:43:24 | Siddhesh Chavan | Work Pending   |  | -   |
|                             | 19-04-2022 03:51:14 | Siddhesh Chavan | Completed  | I visit in Ritambhara college for. cctv system. 1 camera injector problem . 1 camera problem.  |  |
|                             | 19-04-2022 03:42:48 | Siddhesh Chavan | New  |  | -   |
|                             | 19-04-2022 11:11:09 | Siddhesh Chavan | New  |  | -   |
|                             | 19-04-2022 11:10:26 | Siddhesh Chavan | New  |  | -   |
| Previous Complain History : |                     |                 |  |  |   |
|                             | Date Time           | Technician Name | Remark   |  |   |
|                             | 10-03-2022 12:24:13 | Ravi Rajbhar    | 15 camera issue resolved only switch side connection issue main power and connect proper and ok working done and 304 / library camera no video issue resolved 6 RJ 45 connector used   |  |   |
|                             | 04-03-2022 09:59:25 | Munna Gupta     | We visit in Ritambhara vishwa vidyapeeth- College. cctv system checking and 1 Finding a camera problem .canteen area Poe switch Port no 10 Under observation. Frame rate and bitrate setting work completed. Cctv system working properly. |  |   |