

# 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 : VE13150</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                 |                                                             |                                                                                       |           |           |                 |        |                     |                 |                                  |                     |                 |                                                                                                                 |                                                                                       |                     |                  |     |  |   |
|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|---------------------------------------------------------------------------------------|-----------|-----------|-----------------|--------|---------------------|-----------------|----------------------------------|---------------------|-----------------|-----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------|------------------|-----|--|---|
| <b>Priority :</b>                       | Low                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                 |                                                             |                                                                                       |           |           |                 |        |                     |                 |                                  |                     |                 |                                                                                                                 |                                                                                       |                     |                  |     |  |   |
| <b>Created By :</b>                     | Admin - Apurva Vajaria                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                 |                                                             |                                                                                       |           |           |                 |        |                     |                 |                                  |                     |                 |                                                                                                                 |                                                                                       |                     |                  |     |  |   |
| <b>Complaint Mob. No. :</b>             | 9820052929                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                 |                                                             |                                                                                       |           |           |                 |        |                     |                 |                                  |                     |                 |                                                                                                                 |                                                                                       |                     |                  |     |  |   |
| <b>Technician Name :</b>                | Rahul Mhapralkar                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                 | <b>Technician Mobile :</b>                                  | 9168762949                                                                            |           |           |                 |        |                     |                 |                                  |                     |                 |                                                                                                                 |                                                                                       |                     |                  |     |  |   |
| <b>Ticket Type :</b>                    | Complain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Date &amp; Time :</b>                                                                                        | 04-11-2024 11:01:25                                         |                                                                                       |           |           |                 |        |                     |                 |                                  |                     |                 |                                                                                                                 |                                                                                       |                     |                  |     |  |   |
| <b>Vendor Details :</b>                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                 |                                                             |                                                                                       |           |           |                 |        |                     |                 |                                  |                     |                 |                                                                                                                 |                                                                                       |                     |                  |     |  |   |
| <b>Company Name/Client Name :</b>       | Multivision Technologies                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Customer's Mobile :</b>                                                                                      | 9820052929                                                  | <b>Name :</b>                                                                         | Lalit Sir |           |                 |        |                     |                 |                                  |                     |                 |                                                                                                                 |                                                                                       |                     |                  |     |  |   |
| <b>Address :</b>                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                 |                                                             |                                                                                       |           |           |                 |        |                     |                 |                                  |                     |                 |                                                                                                                 |                                                                                       |                     |                  |     |  |   |
| Mumbai , , , , Maharashtra              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                 |                                                             |                                                                                       |           |           |                 |        |                     |                 |                                  |                     |                 |                                                                                                                 |                                                                                       |                     |                  |     |  |   |
| <b>AMC Details :</b>                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                 |                                                             |                                                                                       |           |           |                 |        |                     |                 |                                  |                     |                 |                                                                                                                 |                                                                                       |                     |                  |     |  |   |
| <b>Expiry Date :</b>                    | 01-01-1970 05:30:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                 | <b>Type :</b>                                               |                                                                                       |           |           |                 |        |                     |                 |                                  |                     |                 |                                                                                                                 |                                                                                       |                     |                  |     |  |   |
| <b>Product Name :</b>                   | VDP                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                 |                                                             |                                                                                       |           |           |                 |        |                     |                 |                                  |                     |                 |                                                                                                                 |                                                                                       |                     |                  |     |  |   |
| <b>Complain :</b>                       | C- 702 VDP display not working (9372946203)                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                 |                                                             |                                                                                       |           |           |                 |        |                     |                 |                                  |                     |                 |                                                                                                                 |                                                                                       |                     |                  |     |  |   |
| <b>Technician Comment :</b>             | Vdp poe switch issue replace poe switch and issue resolved.                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                 |                                                             |                                                                                       |           |           |                 |        |                     |                 |                                  |                     |                 |                                                                                                                 |                                                                                       |                     |                  |     |  |   |
| <b>Complain Operator :</b>              | Desktop - Apurva Vajaria                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                 |                                                             |                                                                                       |           |           |                 |        |                     |                 |                                  |                     |                 |                                                                                                                 |                                                                                       |                     |                  |     |  |   |
| <b>Remark :</b>                         | Vdp poe switch issue replace poe switch and issue resolved.                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                 |                                                             |                                                                                       |           |           |                 |        |                     |                 |                                  |                     |                 |                                                                                                                 |                                                                                       |                     |                  |     |  |   |
| <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>04-11-2024 02:41:46</td><td>Rahul Mhapralkar</td><td>Completed</td><td>Vdp poe switch issue replace poe switch and issue resolved.</td><td></td></tr><tr><td>04-11-2024 11:01:33</td><td>Rahul Mhapralkar</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                                                                                                                 |                                                             |                                                                                       |           | Date Time | Technician Name | Status | Remark              | Sign            | 04-11-2024 02:41:46              | Rahul Mhapralkar    | Completed       | Vdp poe switch issue replace poe switch and issue resolved.                                                     |  | 04-11-2024 11:01:33 | Rahul Mhapralkar | New |  | - |
| Date Time                               | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Status                                                                                                          | Remark                                                      | Sign                                                                                  |           |           |                 |        |                     |                 |                                  |                     |                 |                                                                                                                 |                                                                                       |                     |                  |     |  |   |
| 04-11-2024 02:41:46                     | Rahul Mhapralkar                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Completed                                                                                                       | Vdp poe switch issue replace poe switch and issue resolved. |  |           |           |                 |        |                     |                 |                                  |                     |                 |                                                                                                                 |                                                                                       |                     |                  |     |  |   |
| 04-11-2024 11:01:33                     | Rahul Mhapralkar                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 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>19-11-2024 04:45:39</td><td>Siddhesh Chavan</td><td>901 vdp issue resoved working ok</td></tr><tr><td>19-11-2024 11:10:23</td><td>Siddhesh Chavan</td><td>1301 1302 vdp main gate video issue resoved because 5 floor switch side Cable Disconnect recontct issue resoved</td></tr></tbody></table>                                                                                 |                                                                                                                 |                                                             |                                                                                       |           | Date Time | Technician Name | Remark | 19-11-2024 04:45:39 | Siddhesh Chavan | 901 vdp issue resoved working ok | 19-11-2024 11:10:23 | Siddhesh Chavan | 1301 1302 vdp main gate video issue resoved because 5 floor switch side Cable Disconnect recontct issue resoved |                                                                                       |                     |                  |     |  |   |
| Date Time                               | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Remark                                                                                                          |                                                             |                                                                                       |           |           |                 |        |                     |                 |                                  |                     |                 |                                                                                                                 |                                                                                       |                     |                  |     |  |   |
| 19-11-2024 04:45:39                     | Siddhesh Chavan                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 901 vdp issue resoved working ok                                                                                |                                                             |                                                                                       |           |           |                 |        |                     |                 |                                  |                     |                 |                                                                                                                 |                                                                                       |                     |                  |     |  |   |
| 19-11-2024 11:10:23                     | Siddhesh Chavan                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 1301 1302 vdp main gate video issue resoved because 5 floor switch side Cable Disconnect recontct issue resoved |                                                             |                                                                                       |           |           |                 |        |                     |                 |                                  |                     |                 |                                                                                                                 |                                                                                       |                     |                  |     |  |   |