## 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 : VE10168 |  |                     |   |                      |  |            |  |
|----------------------------------|--|---------------------|---|----------------------|--|------------|--|
| Priority:                        | Low  |                     |   |                      |  |            |  |
| Created By:                      | Admin - Apurva Vajaria   |                     |   |                      |  |            |  |
| Complaint Mob.                   | 9930943918   |                     |   |                      |  |            |  |
| Technician<br>Name :             | Sonu Kumar   |                     | Technician Mobile 845   |                      | 8454016444   | 3454016444 |  |
| Ticket Type :                    | Complain   | Date & Time :       | 01-12-2023 11:25:22   |                      |  |            |  |
| Vendor Details :                 |  |                     |   |                      |  |            |  |
| Company<br>Name/Client<br>Name : | St Joseph  | Customer's Mobile : | 9930943918  |                      | Name :   | Levon      |  |
| Address:                         |  |                     |   |                      |  |            |  |
| Mumbai , , , , Maharashtra       |  |                     |   |                      |  |            |  |
| AMC Details :                    |  |                     |   |                      |  |            |  |
| Expiry Date :                    | 31-03-2021 12:00:00  |                     | Type:   |                      | Non-Comprehensive  |            |  |
| <b>Product Name:</b>             | CCTV   |                     |   |                      |  |            |  |
| Complain :                       | 1)1st floor room no. 3 demo camera need to add in nvr 2)DVR 153 5th floor And KG DVRs are not showing in PC / phone      |                     |   |                      |  |            |  |
| Technician<br>Comment :          | 1st floor room no 3 camera add NVR in 5th floor and kg dvr ofline issue resolved working ok and kg dvr no 2 CMOS battery |                     |   |                      |  |            |  |
| Complain<br>Operator :           | Desktop - Apurva Vajaria   |                     |   |                      |  |            |  |
| Remark:                          | 1st floor room no 3 camera add NVR in 5th floor and kg dvr ofline issue resolved working ok and kg dvr no 2 CMOS battery |                     |   |                      |  |            |  |
| <b>Status History:</b>           | Date Time  | Technician Name     | Status  |                      | Remark   |            |  |
|                                  | 01-12-2023 05:54:5   | 2 Sonu Kumar        | Completed   | add NVI<br>dvr oflin | room no 3 camera<br>R in 5th floor and kg<br>te issue resolved<br>ok and kg dvr no 2<br>teattery | ) JAK      |  |
|                                  | 01-12-2023 11:25:4   | 1 Sonu Kumar        | New   |                      |  | -          |  |
| Previous                         | Date Time  | Technician Name     |   | Remark               |  |            |  |
| Complain<br>History :            | 02-12-2023 11:01:1   | 8 Sonu Kumar        |   |                      |  |            |  |
|                                  | 29-11-2023 12:48:1   | 5 Siddhesh Chavan   | 1)bus no 3 DVR HDD change ane install new 1TB HDD and old 1TB take to manoj sir 2) 154 DVR offline issue resoved new RJ45 to RJ45 pachcod install and DVR online done 3) DVR 157 camera no 5 video issue resoved camera side recontion 4)DVR 155 one port issue and 159 13 no port working ok |                      |  |            |  |