## 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 : VE2104    |   |  |                        |  |          |        |          |          |
|------------------------------------|---|--|------------------------|--|----------|--------|----------|----------|
| Priority:                          | High  |  |                        |  |          |        |          |          |
| Created By:                        | Customer - Madhu Sir- Mt  |  |                        |  |          |        |          |          |
| Complaint Mob. No.                 | 9742015015  |  |                        |  |          |        |          |          |
| Technician Name :                  |   |  | Technician<br>Mobile : |  |          |        |          |          |
| Ticket Type :                      | Complain Date & Time :  |  | Гime :                 | 26-10-2020 11:12:25  |          |        |          |          |
| Vendor Details :                   |   |  |                        |  |          |        |          |          |
| Company Name/Client<br>Name :      | Concentrix Services India Private Limited - MT  Customer's Mobile:  |  | r's                    | 9742015015   |          | Name : | Ma<br>Mt | dhu Sir- |
| Address:                           |   |  |                        |  |          |        |          |          |
| Bangalore , , , 560037 , Karnataka |   |  |                        |  |          |        |          |          |
| AMC Details :                      |   |  |                        |  |          |        |          |          |
| Expiry Date :                      | 01-01-1970 05:30:00   |  |                        | Type:  |          |        |          |          |
| Product Name :                     | CCTV  |  |                        |  |          |        |          |          |
| Complain :                         | Dear Team, This is to inform you that 3rd floor Avalon BMS DVR 3 Camera # 3 Showing frequently no video. Kindly look into this issue on priority. |  |                        |  |          |        |          |          |
| Technician<br>Comment :            |   |  |                        |  |          |        |          |          |
| Complain Operator :                | Desktop - Madhu Sir- Mt   |  |                        |  |          |        |          |          |
| Remark:                            | replaced bnc connector now camera working ok 6 no camera dismentaled and buzzer out from DVR  |  |                        |  |          |        |          |          |
| Status History :                   | Date Time T: 31-10-2020 09:52:13 26-10-2020 11:12:25  |  | Technician Nan         |  | Status   |        | Remark   | Sign     |
|                                    |   |  |                        |  | Complete | d      |          | -        |
|                                    |   |  |                        | New  |          |        |          | -        |
| Previous Complain                  | Date Time Technician Name Remark  |  |                        |  |          |        |          |          |
| History :                          | 14-11-2020 08:37:53   |  |                        | All access door problem solved. Now all doors working properly Buzzer working properly |          |        |          |          |
|                                    | 10-11-2020 02:50:42   |  |                        | We checked the came BNC connector problem now that camera is working                   |          |        |          |          |