

# 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 : VE7809</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                       |                            |               |              |           |                 |        |                     |                  |                                                                         |                     |                  |                                                                                                                                                                       |   |                     |                  |              |  |   |                     |                  |     |  |   |                     |                  |     |  |   |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|---------------|--------------|-----------|-----------------|--------|---------------------|------------------|-------------------------------------------------------------------------|---------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---------------------|------------------|--------------|--|---|---------------------|------------------|-----|--|---|---------------------|------------------|-----|--|---|
| <b>Priority :</b>                      | Low                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                       |                            |               |              |           |                 |        |                     |                  |                                                                         |                     |                  |                                                                                                                                                                       |   |                     |                  |              |  |   |                     |                  |     |  |   |                     |                  |     |  |   |
| <b>Created By :</b>                    | Admin - Apurva Vajaria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                       |                            |               |              |           |                 |        |                     |                  |                                                                         |                     |                  |                                                                                                                                                                       |   |                     |                  |              |  |   |                     |                  |     |  |   |                     |                  |     |  |   |
| <b>Complaint Mob. No. :</b>            | 9867333889                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                       |                            |               |              |           |                 |        |                     |                  |                                                                         |                     |                  |                                                                                                                                                                       |   |                     |                  |              |  |   |                     |                  |     |  |   |                     |                  |     |  |   |
| <b>Technician Name :</b>               | Prashant Nikalje                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                       | <b>Technician Mobile :</b> | 9664609225    |              |           |                 |        |                     |                  |                                                                         |                     |                  |                                                                                                                                                                       |   |                     |                  |              |  |   |                     |                  |     |  |   |                     |                  |     |  |   |
| <b>Ticket Type :</b>                   | Complain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Date &amp; Time :</b>                                                                                                                                              | 09-03-2023 10:50:04        |               |              |           |                 |        |                     |                  |                                                                         |                     |                  |                                                                                                                                                                       |   |                     |                  |              |  |   |                     |                  |     |  |   |                     |                  |     |  |   |
| <b>Vendor Details :</b>                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                       |                            |               |              |           |                 |        |                     |                  |                                                                         |                     |                  |                                                                                                                                                                       |   |                     |                  |              |  |   |                     |                  |     |  |   |                     |                  |     |  |   |
| <b>Company Name/Client Name :</b>      | Green Valley Studios                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>Customer's Mobile :</b>                                                                                                                                            | 9867333889                 | <b>Name :</b> | Mahavir Jain |           |                 |        |                     |                  |                                                                         |                     |                  |                                                                                                                                                                       |   |                     |                  |              |  |   |                     |                  |     |  |   |                     |                  |     |  |   |
| <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>                  | CCTV                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                       |                            |               |              |           |                 |        |                     |                  |                                                                         |                     |                  |                                                                                                                                                                       |   |                     |                  |              |  |   |                     |                  |     |  |   |                     |                  |     |  |   |
| <b>Complain :</b>                      | 2- 3 cameras network failure issue                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                       |                            |               |              |           |                 |        |                     |                  |                                                                         |                     |                  |                                                                                                                                                                       |   |                     |                  |              |  |   |                     |                  |     |  |   |                     |                  |     |  |   |
| <b>Technician Comment :</b>            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                       |                            |               |              |           |                 |        |                     |                  |                                                                         |                     |                  |                                                                                                                                                                       |   |                     |                  |              |  |   |                     |                  |     |  |   |                     |                  |     |  |   |
| <b>Complain Operator :</b>             | Desktop - Apurva Vajaria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                       |                            |               |              |           |                 |        |                     |                  |                                                                         |                     |                  |                                                                                                                                                                       |   |                     |                  |              |  |   |                     |                  |     |  |   |                     |                  |     |  |   |
| <b>Remark :</b>                        | 3 IP camera offline camera no 4,12, 13 JK vision switch faulty switch remove and brought in office for repair 2 cameras connect old switch iball 2 camera working ok camera no 12 long distance need to be check 17.03.2023 - Long distance camera issued (Camera no. 12 studio no. 4) install new fyber POE switch complaint 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>20-03-2023 04:31:42</td><td>Prashant Nikalje</td><td>Completed</td><td></td><td>-</td></tr><tr><td>20-03-2023 04:16:42</td><td>Prashant Nikalje</td><td>Work Pending</td><td></td><td>-</td></tr><tr><td>17-03-2023 04:14:14</td><td>Prashant Nikalje</td><td>New</td><td></td><td>-</td></tr><tr><td>09-03-2023 10:50:18</td><td>Prashant Nikalje</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                                                                                                                                                                       |                            |               |              | Date Time | Technician Name | Status | Remark              | Sign             | 20-03-2023 04:31:42                                                     | Prashant Nikalje    | Completed        |                                                                                                                                                                       | - | 20-03-2023 04:16:42 | Prashant Nikalje | Work Pending |  | - | 17-03-2023 04:14:14 | Prashant Nikalje | New |  | - | 09-03-2023 10:50:18 | Prashant Nikalje | New |  | - |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Status                                                                                                                                                                | Remark                     | Sign          |              |           |                 |        |                     |                  |                                                                         |                     |                  |                                                                                                                                                                       |   |                     |                  |              |  |   |                     |                  |     |  |   |                     |                  |     |  |   |
| 20-03-2023 04:31:42                    | Prashant Nikalje                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Completed                                                                                                                                                             |                            | -             |              |           |                 |        |                     |                  |                                                                         |                     |                  |                                                                                                                                                                       |   |                     |                  |              |  |   |                     |                  |     |  |   |                     |                  |     |  |   |
| 20-03-2023 04:16:42                    | Prashant Nikalje                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Work Pending                                                                                                                                                          |                            | -             |              |           |                 |        |                     |                  |                                                                         |                     |                  |                                                                                                                                                                       |   |                     |                  |              |  |   |                     |                  |     |  |   |                     |                  |     |  |   |
| 17-03-2023 04:14:14                    | Prashant Nikalje                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | New                                                                                                                                                                   |                            | -             |              |           |                 |        |                     |                  |                                                                         |                     |                  |                                                                                                                                                                       |   |                     |                  |              |  |   |                     |                  |     |  |   |                     |                  |     |  |   |
| 09-03-2023 10:50:18                    | Prashant Nikalje                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 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>27-01-2023 11:10:06</td><td>Prashant Nikalje</td><td>parshant visited site 27.01.2023 nvr online done and mobile online done</td></tr><tr><td>27-01-2023 11:09:43</td><td>Prashant Nikalje</td><td>06.02.2022 - Prashant visited - NVR online on mobile 2 phone successfully done Device no: insta on cloud id - 2201012653004325 User name - admin password - admin@123</td></tr></tbody></table>                                      |                                                                                                                                                                       |                            |               |              | Date Time | Technician Name | Remark | 27-01-2023 11:10:06 | Prashant Nikalje | parshant visited site 27.01.2023 nvr online done and mobile online done | 27-01-2023 11:09:43 | Prashant Nikalje | 06.02.2022 - Prashant visited - NVR online on mobile 2 phone successfully done Device no: insta on cloud id - 2201012653004325 User name - admin password - admin@123 |   |                     |                  |              |  |   |                     |                  |     |  |   |                     |                  |     |  |   |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Remark                                                                                                                                                                |                            |               |              |           |                 |        |                     |                  |                                                                         |                     |                  |                                                                                                                                                                       |   |                     |                  |              |  |   |                     |                  |     |  |   |                     |                  |     |  |   |
| 27-01-2023 11:10:06                    | Prashant Nikalje                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | parshant visited site 27.01.2023 nvr online done and mobile online done                                                                                               |                            |               |              |           |                 |        |                     |                  |                                                                         |                     |                  |                                                                                                                                                                       |   |                     |                  |              |  |   |                     |                  |     |  |   |                     |                  |     |  |   |
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