

# 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 : VE8535</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                              |                                           |                                                                                       |              |           |                 |        |                     |                  |                                                                                                                  |                     |                  |                                                                                                                              |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|---------------------------------------------------------------------------------------|--------------|-----------|-----------------|--------|---------------------|------------------|------------------------------------------------------------------------------------------------------------------|---------------------|------------------|------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------|-----------------|-----|--|---|---------------------|-----------------|-----|--|---|---------------------|-----------------|-----|--|---|
| <b>Priority :</b>                      | Low                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                              |                                           |                                                                                       |              |           |                 |        |                     |                  |                                                                                                                  |                     |                  |                                                                                                                              |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Created By :</b>                    | Admin - Apurva Vajaria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                              |                                           |                                                                                       |              |           |                 |        |                     |                  |                                                                                                                  |                     |                  |                                                                                                                              |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Complaint Mob. No. :</b>            | 22025452                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                              |                                           |                                                                                       |              |           |                 |        |                     |                  |                                                                                                                  |                     |                  |                                                                                                                              |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Technician Name :</b>               | Siddhesh Chavan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                              | <b>Technician Mobile :</b>                | 8080922985                                                                            |              |           |                 |        |                     |                  |                                                                                                                  |                     |                  |                                                                                                                              |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Ticket Type :</b>                   | AMC visiting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Date &amp; Time :</b>                                                                                                     | 09-06-2023 01:22:59                       |                                                                                       |              |           |                 |        |                     |                  |                                                                                                                  |                     |                  |                                                                                                                              |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Vendor Details :</b>                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                              |                                           |                                                                                       |              |           |                 |        |                     |                  |                                                                                                                  |                     |                  |                                                                                                                              |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Company Name/Client Name :</b>      | Mantralaya Head Office (maco Bank)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Customer's Mobile :</b>                                                                                                   | 22025452                                  | <b>Name :</b>                                                                         | Poonam Madam |           |                 |        |                     |                  |                                                                                                                  |                     |                  |                                                                                                                              |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <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>                  | Access                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                              |                                           |                                                                                       |              |           |                 |        |                     |                  |                                                                                                                  |                     |                  |                                                                                                                              |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Complain :</b>                      | Biometric Attendance Device PPM Need To Do                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                              |                                           |                                                                                       |              |           |                 |        |                     |                  |                                                                                                                  |                     |                  |                                                                                                                              |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Technician Comment :</b>            | pom done and biometric machine working OK                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                              |                                           |                                                                                       |              |           |                 |        |                     |                  |                                                                                                                  |                     |                  |                                                                                                                              |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Complain Operator :</b>             | Desktop - Apurva Vajaria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                              |                                           |                                                                                       |              |           |                 |        |                     |                  |                                                                                                                  |                     |                  |                                                                                                                              |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Remark :</b>                        | pom done and biometric machine working OK                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                              |                                           |                                                                                       |              |           |                 |        |                     |                  |                                                                                                                  |                     |                  |                                                                                                                              |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <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>12-06-2023 01:38:35</td><td>Siddhesh Chavan</td><td>Completed</td><td>pom done and biometric machine working OK</td><td></td></tr><tr><td>12-06-2023 10:28:47</td><td>Siddhesh Chavan</td><td>New</td><td></td><td>-</td></tr><tr><td>12-06-2023 10:28:35</td><td>Siddhesh Chavan</td><td>New</td><td></td><td>-</td></tr><tr><td>09-06-2023 01:23:41</td><td>Siddhesh Chavan</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                                                                                                                              |                                           |                                                                                       |              | Date Time | Technician Name | Status | Remark              | Sign             | 12-06-2023 01:38:35                                                                                              | Siddhesh Chavan     | Completed        | pom done and biometric machine working OK                                                                                    |  | 12-06-2023 10:28:47 | Siddhesh Chavan | New |  | - | 12-06-2023 10:28:35 | Siddhesh Chavan | New |  | - | 09-06-2023 01:23:41 | Siddhesh Chavan | New |  | - |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Status                                                                                                                       | Remark                                    | Sign                                                                                  |              |           |                 |        |                     |                  |                                                                                                                  |                     |                  |                                                                                                                              |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| 12-06-2023 01:38:35                    | Siddhesh Chavan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Completed                                                                                                                    | pom done and biometric machine working OK |  |              |           |                 |        |                     |                  |                                                                                                                  |                     |                  |                                                                                                                              |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| 12-06-2023 10:28:47                    | Siddhesh Chavan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | New                                                                                                                          |                                           | -                                                                                     |              |           |                 |        |                     |                  |                                                                                                                  |                     |                  |                                                                                                                              |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| 12-06-2023 10:28:35                    | Siddhesh Chavan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | New                                                                                                                          |                                           | -                                                                                     |              |           |                 |        |                     |                  |                                                                                                                  |                     |                  |                                                                                                                              |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| 09-06-2023 01:23:41                    | Siddhesh Chavan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 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>06-03-2023 11:25:52</td><td>Prashant Nikalje</td><td>All branch user data upload in all device successfull done bandra N series device biomax not able to upload data</td></tr><tr><td>20-12-2022 10:44:18</td><td>Prashant Nikalje</td><td>Biometric log downloading issued downloading data log successfully 2 employee enrollment successfully done date and time set</td></tr></tbody></table>                                                                                                                                                      |                                                                                                                              |                                           |                                                                                       |              | Date Time | Technician Name | Remark | 06-03-2023 11:25:52 | Prashant Nikalje | All branch user data upload in all device successfull done bandra N series device biomax not able to upload data | 20-12-2022 10:44:18 | Prashant Nikalje | Biometric log downloading issued downloading data log successfully 2 employee enrollment successfully done date and time set |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Remark                                                                                                                       |                                           |                                                                                       |              |           |                 |        |                     |                  |                                                                                                                  |                     |                  |                                                                                                                              |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| 06-03-2023 11:25:52                    | Prashant Nikalje                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | All branch user data upload in all device successfull done bandra N series device biomax not able to upload data             |                                           |                                                                                       |              |           |                 |        |                     |                  |                                                                                                                  |                     |                  |                                                                                                                              |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| 20-12-2022 10:44:18                    | Prashant Nikalje                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Biometric log downloading issued downloading data log successfully 2 employee enrollment successfully done date and time set |                                           |                                                                                       |              |           |                 |        |                     |                  |                                                                                                                  |                     |                  |                                                                                                                              |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |