




# 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 : VE1652</b> |  |                          |   |   |                   |           |                 |        |        |      |                     |                |           |   |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
|--|--|--------------------------|---|---|-------------------|-----------|-----------------|--------|--------|------|---------------------|----------------|-----------|---|---|---------------------|----------------|-----|--|---|---------------------|----------------|-----|--|---|---------------------|----------------|-----|--|---|
| <b>Priority :</b>                      | High   |                          |   |   |                   |           |                 |        |        |      |                     |                |           |   |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Created By :</b>                    | Admin - Apurva Vajaria   |                          |   |   |                   |           |                 |        |        |      |                     |                |           |   |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complaint Mob. No. :</b>            | 9870394324   |                          |   |   |                   |           |                 |        |        |      |                     |                |           |   |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Technician Name :</b>               | Atique Salmani   |                          | <b>Technician Mobile :</b>  | 8080922984  |                   |           |                 |        |        |      |                     |                |           |   |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Ticket Type :</b>                   | Complain   | <b>Date &amp; Time :</b> | 07-08-2020 10:41:54   |   |                   |           |                 |        |        |      |                     |                |           |   |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Vendor Details :</b>                |  |                          |   |   |                   |           |                 |        |        |      |                     |                |           |   |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| Company Name/Client Name :             | Crossword Bookstores Ltd- R Mall Mulund 5088   | Customer's Mobile :      | 9870394324  | Name :  | Purushottam Naidu |           |                 |        |        |      |                     |                |           |   |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Address :</b>                       |  |                          |   |   |                   |           |                 |        |        |      |                     |                |           |   |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| Mumbai , , , , Maharashtra             |  |                          |   |   |                   |           |                 |        |        |      |                     |                |           |   |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>AMC Details :</b>                   |  |                          |   |   |                   |           |                 |        |        |      |                     |                |           |   |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| Expiry Date :                          | 01-01-1970 05:30:00  |                          | Type :  |   |                   |           |                 |        |        |      |                     |                |           |   |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Product Name :</b>                  | CCTV   |                          |   |   |                   |           |                 |        |        |      |                     |                |           |   |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain :</b>                      | monitor not working also date and time issue   |                          |   |   |                   |           |                 |        |        |      |                     |                |           |   |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Technician Comment :</b>            | w box dvr date n time reset and check also shut down n den on dvr it's not being rest right now also check frame n bite rate data loss from 27 july to 4july no data 5 july start. for date n time keep on under observation.  |                          |   |   |                   |           |                 |        |        |      |                     |                |           |   |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain Operator :</b>             | Desktop - Apurva Vajaria   |                          |   |   |                   |           |                 |        |        |      |                     |                |           |   |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Remark :</b>                        | w box dvr date n time reset and check also shut down n den on dvr it's not being rest right now also check frame n bite rate data loss from 27 july to 4july no data 5 july start. for date n time keep on under observation.  |                          |   |   |                   |           |                 |        |        |      |                     |                |           |   |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <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>07-08-2020 05:50:54</td><td>Atique Salmani</td><td>Completed</td><td>w box dvr date n time reset and check also shut down n den on dvr it's not being rest right now also check frame n bite rate data loss from 27 july to 4july no data 5 july start. for date n time keep on under observation.</td><td></td></tr><tr><td>07-08-2020 05:39:18</td><td>Atique Salmani</td><td>New</td><td></td><td>-</td></tr><tr><td>07-08-2020 10:42:00</td><td>Atique Salmani</td><td>New</td><td></td><td>-</td></tr><tr><td>07-08-2020 10:41:54</td><td>Atique Salmani</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                          |   |   |                   | Date Time | Technician Name | Status | Remark | Sign | 07-08-2020 05:50:54 | Atique Salmani | Completed | w box dvr date n time reset and check also shut down n den on dvr it's not being rest right now also check frame n bite rate data loss from 27 july to 4july no data 5 july start. for date n time keep on under observation. |  | 07-08-2020 05:39:18 | Atique Salmani | New |  | - | 07-08-2020 10:42:00 | Atique Salmani | New |  | - | 07-08-2020 10:41:54 | Atique Salmani | New |  | - |
| Date Time                              | Technician Name  | Status                   | Remark  | Sign  |                   |           |                 |        |        |      |                     |                |           |   |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 07-08-2020 05:50:54                    | Atique Salmani   | Completed                | w box dvr date n time reset and check also shut down n den on dvr it's not being rest right now also check frame n bite rate data loss from 27 july to 4july no data 5 july start. for date n time keep on under observation. |  |                   |           |                 |        |        |      |                     |                |           |   |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 07-08-2020 05:39:18                    | Atique Salmani   | New                      |   | -   |                   |           |                 |        |        |      |                     |                |           |   |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 07-08-2020 10:42:00                    | Atique Salmani   | New                      |   | -   |                   |           |                 |        |        |      |                     |                |           |   |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 07-08-2020 10:41:54                    | Atique Salmani   | New                      |   | -   |                   |           |                 |        |        |      |                     |                |           |   |   |                     |                |     |  |   |                     |                |     |  |   |                     |                |     |  |   |

|  |                     |                        |   |
|--|---------------------|------------------------|---|
| <b>Previous<br/>Complain<br/>History :</b> | <b>Date Time</b>    | <b>Technician Name</b> | <b>Remark</b>                                   |
|  | 05-08-2020 05:01:53 | Siddhesh Chavan        | wrongly created                                 |
|  | 28-02-2020 12:46:16 | ZainulShaikh           | admin rights given to sir, now working properly |