## 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 De               | etails: VE7039                                                                                                                                                                                    |                   |                 |                                                            |                                                                                                                      |             |  |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------|------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|-------------|--|
| Priority:                       | Low                                                                                                                                                                                               |                   |                 |                                                            |                                                                                                                      |             |  |
| Created By:                     | Admin - Apurva Vajaria                                                                                                                                                                            |                   |                 |                                                            |                                                                                                                      |             |  |
| Complaint Mob.<br>No. :         | 9820612503                                                                                                                                                                                        |                   |                 |                                                            |                                                                                                                      |             |  |
| Technician<br>Name :            | Yogesh Desai                                                                                                                                                                                      |                   | Technicia:      | n Mobile 8080922963                                        |                                                                                                                      |             |  |
| Ticket Type:                    | Complain                                                                                                                                                                                          | Date & Time :     | 07-12-202       | 07-12-2022 02:27:29                                        |                                                                                                                      |             |  |
| Vendor Details :                |                                                                                                                                                                                                   |                   | -               |                                                            |                                                                                                                      |             |  |
| Company<br>Name/Client<br>Name: | Saikripa Auto<br>And Oil Center                                                                                                                                                                   | Customer's Mobile | 9820612503 Name |                                                            | Name :                                                                                                               | Subhash Sir |  |
| Address:                        |                                                                                                                                                                                                   |                   |                 |                                                            |                                                                                                                      |             |  |
| Mumbai , , , , Ma               | harashtra                                                                                                                                                                                         |                   |                 |                                                            |                                                                                                                      |             |  |
| AMC Details:                    |                                                                                                                                                                                                   |                   |                 |                                                            |                                                                                                                      |             |  |
| Expiry Date :                   | 01-01-1970 05:30:0                                                                                                                                                                                | Type:             |                 |                                                            |                                                                                                                      |             |  |
| <b>Product Name:</b>            | CCTV                                                                                                                                                                                              |                   |                 |                                                            |                                                                                                                      |             |  |
| Complain :                      | Need to check their old extender as per them they have replaced tv so told to check old extender                                                                                                  |                   |                 |                                                            |                                                                                                                      |             |  |
| Technician<br>Comment :         | old hdmi extender has been checked it' is still not working . cameras are visible on new monitor through new VGA extender which is working properly. old hdmi extender hande over to client again |                   |                 |                                                            |                                                                                                                      |             |  |
| Complain<br>Operator :          | Desktop - Apurva Vajaria                                                                                                                                                                          |                   |                 |                                                            |                                                                                                                      |             |  |
| Remark:                         | old hdmi extender has been checked it' is still not working . cameras are visible on new monitor through new VGA extender which is working properly. old hdmi extender hande over to client again |                   |                 |                                                            |                                                                                                                      |             |  |
| <b>Status History:</b>          | Date Time                                                                                                                                                                                         | Technician Name   | Status          |                                                            | Remark                                                                                                               | Sign        |  |
|                                 | 20-12-2022 05:00:58                                                                                                                                                                               | YogeshDesai       | Cancelled       |                                                            |                                                                                                                      | -           |  |
|                                 | 07-12-2022 03:36:49                                                                                                                                                                               | YogeshDesai       | Completed       | checked it' cameras ar monitor thr extender w properly. ol | tender has been is still not working e visible on new rough new VGA hich is working ld hdmi extender to client again |             |  |
|                                 | 07-12-2022 02:27:37                                                                                                                                                                               | YogeshDesai       | New             |                                                            |                                                                                                                      | -           |  |

| Previous<br>Complain<br>History : | Date Time           | Technician Name | Remark                                                                                                                                               |  |
|-----------------------------------|---------------------|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|                                   | 13-12-2022 04:48:53 |                 | Dilshad visited on 13.12.2022 - 2 camera off issue and 1 camera shifting 2 camera issue solved and 1 camera setting done 1 camera angle setting done |  |
|                                   | 28-11-2022 10:18:34 | Ishwar Meena    | 7 camera dismantle 1 camera folty and 6 camera working. tv disturbance issue resolved working done. 1 camra no video resolved ok                     |  |