CCTV Service Report Format

FICTIONAL COMPLETED EXAMPLE | Sample data only. No customer or technician record.

Report / job number	DEMO-001
Visit date and time	Date: 04 Nov 2026 | Start: 10:00 | End: 11:10
Customer and site	Sample Retail Unit (fictional) | Sample Retail Unit, entrance
Technician / visit type	Demo Technician | Breakdown

Reported issue	Intermittent video from entrance camera CAM-03.
Initial condition	Live view dropped intermittently when checked on site.

Equipment / location	CAM-03 | Camera | Entrance
Checks performed	Live view and recorded playback
Actual observations	Video interrupted before repair; both checks passed at visit end.

Diagnosis	Loose connector was suspected at CAM-03.
Work performed	Connector replaced after customer approval.
Result at visit end	Live view and recorded playback worked at the end of the visit.
Parts used / returned	One connector used; no part returned.

Unresolved issues / limits	Overnight stability was not tested. No claim about other cameras.
Next action	Technician to follow up on overnight stability. | Owner: Technician | Date: 05 Nov 2026 (example)

Technician sign-off	Demo entry only; no real signature
Customer acknowledgement	Example only; no real acknowledgement

Customer acknowledgement confirms attendance or receipt. It does not waive unresolved issues or certify untested equipment as defect-free.

Do not include passwords, recovery codes, camera credentials, recordings or surveillance footage.