Service Level Agreement (SLA)

Availability- Will be open on Monday through Friday 9am-5pm. Will be close on holidays.

Tickets- Reassigning ticket to a new agent if it’s past over due.

Contacts- Will contact customers through e-mail, phone calls, and voice messages.

Reliability- Won’t be open on school breaks and holidays.

Performance- Will not keep customers waiting anymore then 2 minutes.

Security- Strong passwords will be used to access services.

Charging- Free for IWCC students.