**HPSM ticket raise template:**

Dear “Customer’s Name”,

Thank you for writing to VI™ Enterpriseivrsupport Desk.

We have raised a ticket with reference to your query “issue details”. The ticket number is “Ticket Number”.

We are working on your case and will update you soon.

We request you to share your issue in below mentioned format from next time as we can provide you resolution faster.

|  |  |
| --- | --- |
| [**VI CTS Issue Reporting (enterpriseivrsupport@vodafoneidea.com) -24\*7**](mailto:VBS.Customerservice@vodafoneidea.com) | |
| **Number: 9562906395** | |
| Problem Statement (Longcode not delivered/Inbound call not landing etc) |  |
| Issue Start Date |  |
| Affected Sample Numbers A party number (Sample Numbers for Bulk may be attached as an Excel File) |  |
| Affected Sample Numbers B party number (Sample Numbers for Bulk may be attached as an Excel File) |  |
| Response while dialling TFN/IVR/RDN |  |
| Sample Working Number (If available) |  |
| SPOC 1 Name & Contact Number for Troubleshooting/Testing |  |
| SPOC 2 Name & Contact Number |  |
| Company Name |  |
| Affected A Party Number’s Location (City/State/Circle |  |
| Any recent changes done (Configuration) |  |
| Account Manager Name (Optional) |  |

Should you have any additional queries, we will be glad to assist.

We value your relationship with Vodafone Idea Ltd and are committed to providing you with the highest level of service simply because our customers deserve the very best.

Thanks & Regards,

Name

Enterpriseivrsupport Desk

|  |  |  |  |
| --- | --- | --- | --- |
| Category | 1st Level | 2nd Level | 3rd Level |
| Contact Name | Enterprise IVR Desk | Manjusha M Bhat | Jibu Marks |
| Email Address | [Enterpriseivrsupport@vodafoneidea.com](mailto:Enterpriseivrsupport@vodafoneidea.com) | [manjusha@prutech.co.in](mailto:manjusha@prutech.co.in) | [Jibu.marks@prutech.co.in](mailto:Jibu.marks@prutech.co.in) |
| Escalation TAT |  | If no resolution/Update in 2 Hrs | If no resolution/Update in 6 Hrs |
| Contact Number | 9562906395 | 8089455368 | 9843900200 |

**Resolution Mail to customer**

Dear [Customer's Name],

I hope this email finds you well. This is to inform you that the required changes have been done.

Also as confirmed with you the issue has been resolved at your end also. So, we are closing the ticket :”Ticket Number”.

Should you have any additional queries, we will be glad to assist.

We value your relationship with Vodafone Idea Ltd and are committed to providing you with the highest level of service simply because our customers deserve the very best.

Thanks & Regards,

Name

Enterpriseivrsupport Desk

|  |  |  |  |
| --- | --- | --- | --- |
| Category | 1st Level | 2nd Level | 3rd Level |
| Contact Name | Enterprise IVR Desk | Manjusha M Bhat | Jibu Marks |
| Email Address | [Enterpriseivrsupport@vodafoneidea.com](mailto:Enterpriseivrsupport@vodafoneidea.com) | [manjusha@prutech.co.in](mailto:manjusha@prutech.co.in) | [Jibu.marks@prutech.co.in](mailto:Jibu.marks@prutech.co.in) |
| Escalation TAT |  | If no resolution/Update in 2 Hrs | If no resolution/Update in 6 Hrs |
| Contact Number | 9562906395 | 8089455368 | 9843900200 |

**Not a Cloud Telephony Customer:**

Dear [Customer's Name],

Thank you for writing to VI™ Enterpriseivrsupport Desk.

This is to inform you that the mentioned number \_\_\_\_\_\_\_\_\_\_\_\_\_\_ is not configured as a Cloud Telephony Solution.

Enterprise Support Team can help you with Virtual Mobile Numbers configured on Cloud Telephony Platform, hence we are unable to support you in this case.

Request you to contact your Account Manager or visit the nearest Vi Store for further assistance.

Should you have any additional queries, we will be glad to assist.

We value your relationship with Vodafone Idea Ltd and are committed to providing you with the highest level of service simply because our customers deserve the very best.

Thanks & Regards,

Name

Enterpriseivrsupport Desk

|  |  |  |  |
| --- | --- | --- | --- |
| Category | 1st Level | 2nd Level | 3rd Level |
| Contact Name | Enterprise IVR Desk | Manjusha M Bhat | Jibu Marks |
| Email Address | [Enterpriseivrsupport@vodafoneidea.com](mailto:Enterpriseivrsupport@vodafoneidea.com) | [manjusha@prutech.co.in](mailto:manjusha@prutech.co.in) | [Jibu.marks@prutech.co.in](mailto:Jibu.marks@prutech.co.in) |
| Escalation TAT |  | If no resolution/Update in 2 Hrs | If no resolution/Update in 6 Hrs |
| Contact Number | 9562906395 | 8089455368 | 9843900200 |

**Customer request for Bills/ Invoice, Usage details or plan change anything need to go to corporate care:**

Dear [Customer's Name],

Thank you for writing to VI™ Enterpriseivrsupport Desk.

With reference to your email about “…………………………..”, we request you to coordinate with [Corporatecare.India@vodafoneidea.com](mailto:Corporatecare.India@vodafoneidea.com) team along with your account Manager for further details.

Should you have any additional queries, we will be glad to assist.

We value your relationship with Vodafone Idea Ltd and are committed to providing you with the highest level of service simply because our customers deserve the very best.

Thanks & Regards,

Name

Enterpriseivrsupport Desk

|  |  |  |  |
| --- | --- | --- | --- |
| Category | 1st Level | 2nd Level | 3rd Level |
| Contact Name | Enterprise IVR Desk | Manjusha M Bhat | Jibu Marks |
| Email Address | [Enterpriseivrsupport@vodafoneidea.com](mailto:Enterpriseivrsupport@vodafoneidea.com) | [manjusha@prutech.co.in](mailto:manjusha@prutech.co.in) | [Jibu.marks@prutech.co.in](mailto:Jibu.marks@prutech.co.in) |
| Escalation TAT |  | If no resolution/Update in 2 Hrs | If no resolution/Update in 6 Hrs |
| Contact Number | 9562906395 | 8089455368 | 9843900200 |

**VMN is deactivated in CRM or Application**

Dear [Customer's Name],

Thank you for writing to VI™ Enterpriseivrsupport Desk.

We regret to inform you that your Virtual Mobile Number is not in active status.

For any support or reactivation of services, please get in touch with your account Manager or visit the nearest Vi Store in your city get the service reactivated on the relevant CTS Tariff Plan as earlier and confirm back to us.

Should you have any additional queries, we will be glad to assist.

We value your relationship with Vodafone Idea Ltd and are committed to providing you with the highest level of service simply because our customers deserve the very best.

Thanks & Regards,

Name

Enterpriseivrsupport Desk

|  |  |  |  |
| --- | --- | --- | --- |
| Category | 1st Level | 2nd Level | 3rd Level |
| Contact Name | Enterprise IVR Desk | Manjusha M Bhat | Jibu Marks |
| Email Address | [Enterpriseivrsupport@vodafoneidea.com](mailto:Enterpriseivrsupport@vodafoneidea.com) | [manjusha@prutech.co.in](mailto:manjusha@prutech.co.in) | [Jibu.marks@prutech.co.in](mailto:Jibu.marks@prutech.co.in) |
| Escalation TAT |  | If no resolution/Update in 2 Hrs | If no resolution/Update in 6 Hrs |
| Contact Number | 9562906395 | 8089455368 | 9843900200 |

**Additional details required from customer – A party or caller details**

1. **CALL CONNECTIVITY RELATED**

Dear [Customer's Name],

Thank you for writing to VI™ Enterpriseivrsupport Desk.

With reference to your email about CALL CONNECTIVITY RELATED.

1. The call connectivity issue seems to be Operator or circle specific as our test calls to the reported number is maturing. We need to escalate the case to concerned network team with specific details.
2. Please arrange to share few sample numbers from which you are unable to connect; like A Party number and corresponding details like Date & Time of call, Operator, Circle or State and the response you are getting while calling the number.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Caller Number (A party) | Date &Time of call | Circle/ State | A party Operator | Response while dialing TFN | Response while dialing IVR | Response while dialing RDN |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

Should you have any additional queries, we will be glad to assist.

We value your relationship with Vodafone Idea Ltd and are committed to providing you with the highest level of service simply because our customers deserve the very best.

Thanks & Regards,

Name

Enterpriseivrsupport Desk

|  |  |  |  |
| --- | --- | --- | --- |
| Category | 1st Level | 2nd Level | 3rd Level |
| Contact Name | Enterprise IVR Desk | Manjusha M Bhat | Jibu Marks |
| Email Address | [Enterpriseivrsupport@vodafoneidea.com](mailto:Enterpriseivrsupport@vodafoneidea.com) | [manjusha@prutech.co.in](mailto:manjusha@prutech.co.in) | [Jibu.marks@prutech.co.in](mailto:Jibu.marks@prutech.co.in) |
| Escalation TAT |  | If no resolution/Update in 2 Hrs | If no resolution/Update in 6 Hrs |
| Contact Number | 9562906395 | 8089455368 | 9843900200 |

1. **SMS DELIVERY RELATED**

Dear [Customer's Name],

Thank you for writing to VI™ Enterpriseivrsupport Desk.

With reference to your email about SMS DELIVERY RELATED.

1. This issue seems to be Operator or circle specific. We need to escalate the case to concerned network team with specific details.
2. Please arrange to share few sample numbers from which you are facing the SMS issue, like: A Party number and corresponding details like Date & Time of SMS, Operator, Circle or State and issue observed while sending the SMS.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| SMS initiating Number (A party) |  | Date and Time of SMS | Circle/ State | A party Operator | Issue observed/Remarks/Details |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Should you have any additional queries, we will be glad to assist.

We value your relationship with Vodafone Idea Ltd and are committed to providing you with the highest level of service simply because our customers deserve the very best.

Thanks & Regards,

Name

Enterpriseivrsupport Desk

|  |  |  |  |
| --- | --- | --- | --- |
| Category | 1st Level | 2nd Level | 3rd Level |
| Contact Name | Enterprise IVR Desk | Manjusha M Bhat | Jibu Marks |
| Email Address | [Enterpriseivrsupport@vodafoneidea.com](mailto:Enterpriseivrsupport@vodafoneidea.com) | [manjusha@prutech.co.in](mailto:manjusha@prutech.co.in) | [Jibu.marks@prutech.co.in](mailto:Jibu.marks@prutech.co.in) |
| Escalation TAT |  | If no resolution/Update in 2 Hrs | If no resolution/Update in 6 Hrs |
| Contact Number | 9562906395 | 8089455368 | 9843900200 |

**DLT Registration details (SMS Related issue for validation purpose)**

Dear [Customer's Name],

With reference to your email about DLT Registration.

Requesting you to share the DLT registration details in below approved SMS template

|  |  |  |  |
| --- | --- | --- | --- |
| Principal Entity ID: | Approved SMS Template | Sender ID: | Template ID |
|  |  |  |  |
|  |  |  |  |

* Principal Entity ID: (Numeric code assigned by the DLT while registering the business).
* SMS Template: (DLT Approved SMS Content without any modification)
* Sender ID: (Approved the message Header of the SMS Template)
* Template ID:  (Numeric Code assigned by DLT Team for the SMS Template)

Should you have any additional queries, we will be glad to assist.

We value your relationship with Vodafone Idea Ltd and are committed to providing you with the highest level of service simply because our customers deserve the very best.

Thanks & Regards,

Name

Enterpriseivrsupport Desk

|  |  |  |  |
| --- | --- | --- | --- |
| Category | 1st Level | 2nd Level | 3rd Level |
| Contact Name | Enterprise IVR Desk | Manjusha M Bhat | Jibu Marks |
| Email Address | [Enterpriseivrsupport@vodafoneidea.com](mailto:Enterpriseivrsupport@vodafoneidea.com) | [manjusha@prutech.co.in](mailto:manjusha@prutech.co.in) | [Jibu.marks@prutech.co.in](mailto:Jibu.marks@prutech.co.in) |
| Escalation TAT |  | If no resolution/Update in 2 Hrs | If no resolution/Update in 6 Hrs |
| Contact Number | 9562906395 | 8089455368 | 9843900200 |

**Escalation to Switch, Network team**

Dear Team,

We have received complaint from VMN customer on Cloud Telephony solution as per details in below format. Request you to troubleshoot on priority and help resolve.

Do revert in case you need any additional information or support for online testing from customer

|  |  |
| --- | --- |
| **CTS - Incident Management Ticket -** | |
| Service Ticket Number |  |
| Ticket Severity |  |
| Problem Statement |  |
| Problem Description |  |
| Customer name and Circle |  |
| Complaint initiated by |  |
| IVR Number/VMN number |  |
| Routing number /RDN |  |
| Switch Point Code Details |  |
| CAMEL ROUTING | YES/NO |
| VMN CRM STATUS |  |
| VMN BRAND | IDEA/VF |
| Incident Creation Time |  |
| Circle Name |  |
| Test Call number with timestamp |  |

**Issue details as reported by Customer.**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Caller Number (A party) | Date &Time of call | Circle/ State | A party Operator | Response while dialing TFN | Response while dialing IVR | Response while dialing RDN |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

Or

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| SMS initiating Number (A party) |  | Date and Time of SMS | Circle/ State | A party Operator | Issue observed/Remarks/Details |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

Thanks & Regards,

Name

Enterpriseivrsupport Desk

|  |  |  |  |
| --- | --- | --- | --- |
| Category | 1st Level | 2nd Level | 3rd Level |
| Contact Name | Enterprise IVR Desk | Manjusha M Bhat | Jibu Marks |
| Email Address | [Enterpriseivrsupport@vodafoneidea.com](mailto:Enterpriseivrsupport@vodafoneidea.com) | [manjusha@prutech.co.in](mailto:manjusha@prutech.co.in) | [Jibu.marks@prutech.co.in](mailto:Jibu.marks@prutech.co.in) |
| Escalation TAT |  | If no resolution/Update in 2 Hrs | If no resolution/Update in 6 Hrs |
| Contact Number | 9562906395 | 8089455368 | 9843900200 |

**Customer request for Password reset or updating**

Dear Customer name,

This is to inform you that we have reset your password as requested by you.

Please find the below id/password for your reference. Also configure your security question.

Id:

Password:

Should you have any additional queries, we will be glad to assist.

We value your relationship with Vodafone Idea Ltd and are committed to providing you with the highest level of service simply because our customers deserve the very best.

Thanks & Regards,

Name

Enterpriseivrsupport Desk

|  |  |  |  |
| --- | --- | --- | --- |
| Category | 1st Level | 2nd Level | 3rd Level |
| Contact Name | Enterprise IVR Desk | Manjusha M Bhat | Jibu Marks |
| Email Address | [Enterpriseivrsupport@vodafoneidea.com](mailto:Enterpriseivrsupport@vodafoneidea.com) | [manjusha@prutech.co.in](mailto:manjusha@prutech.co.in) | [Jibu.marks@prutech.co.in](mailto:Jibu.marks@prutech.co.in) |
| Escalation TAT |  | If no resolution/Update in 2 Hrs | If no resolution/Update in 6 Hrs |
| Contact Number | 9562906395 | 8089455368 | 9843900200 |

When the case has different team dependency:

Dear “Customer’s Name”,

Thank you for writing to VI™ Enterpriseivrsupport Desk.

We request you to wait till further update as we have forwarded your concern with the ticket number “ticket number” regarding “issue details” to the concern team

Should you have any additional queries, we will be glad to assist.

We value your relationship with Vodafone Idea Ltd and are committed to providing you with the highest level of service simply because our customers deserve the very best.

Thanks & Regards,

Name

Enterpriseivrsupport Desk

|  |  |  |  |
| --- | --- | --- | --- |
| Category | 1st Level | 2nd Level | 3rd Level |
| Contact Name | Enterprise IVR Desk | Manjusha M Bhat | Jibu Marks |
| Email Address | [Enterpriseivrsupport@vodafoneidea.com](mailto:Enterpriseivrsupport@vodafoneidea.com) | [manjusha@prutech.co.in](mailto:manjusha@prutech.co.in) | [Jibu.marks@prutech.co.in](mailto:Jibu.marks@prutech.co.in) |
| Escalation TAT |  | If no resolution/Update in 2 Hrs | If no resolution/Update in 6 Hrs |
| Contact Number | 9562906395 | 8089455368 | 9843900200 |

Assurance 1:

Dear “Customer’s Name”,

Thank you for writing to VI™ Enterpriseivrsupport Desk.

Be rest assured we will take care of this.

Should you have any additional queries, we will be glad to assist.

We value your relationship with Vodafone Idea Ltd and are committed to providing you with the highest level of service simply because our customers deserve the very best.

Thanks & Regards,

Name

Enterpriseivrsupport Desk

|  |  |  |  |
| --- | --- | --- | --- |
| Category | 1st Level | 2nd Level | 3rd Level |
| Contact Name | Enterprise IVR Desk | Manjusha M Bhat | Jibu Marks |
| Email Address | [Enterpriseivrsupport@vodafoneidea.com](mailto:Enterpriseivrsupport@vodafoneidea.com) | [manjusha@prutech.co.in](mailto:manjusha@prutech.co.in) | [Jibu.marks@prutech.co.in](mailto:Jibu.marks@prutech.co.in) |
| Escalation TAT |  | If no resolution/Update in 2 Hrs | If no resolution/Update in 6 Hrs |
| Contact Number | 9562906395 | 8089455368 | 9843900200 |

Assurance 2

Dear “Customer’s Name”,

Thank you for writing to VI™ Enterpriseivrsupport Desk.

Your account is now in safe hands don’t worry we will not let you down.

Should you have any additional queries, we will be glad to assist.

We value your relationship with Vodafone Idea Ltd and are committed to providing you with the highest level of service simply because our customers deserve the very best.

Thanks & Regards,

Name

Enterpriseivrsupport Desk

|  |  |  |  |
| --- | --- | --- | --- |
| Category | 1st Level | 2nd Level | 3rd Level |
| Contact Name | Enterprise IVR Desk | Manjusha M Bhat | Jibu Marks |
| Email Address | [Enterpriseivrsupport@vodafoneidea.com](mailto:Enterpriseivrsupport@vodafoneidea.com) | [manjusha@prutech.co.in](mailto:manjusha@prutech.co.in) | [Jibu.marks@prutech.co.in](mailto:Jibu.marks@prutech.co.in) |
| Escalation TAT |  | If no resolution/Update in 2 Hrs | If no resolution/Update in 6 Hrs |
| Contact Number | 9562906395 | 8089455368 | 9843900200 |

Assurance 3

Dear “Customer’s Name”,

Thank you for writing to VI™ Enterpriseivrsupport Desk.

You have been a very loyal customer to us and have always maintained your faith on us please keep faith on us and we will get this fixed ASAP.

Should you have any additional queries, we will be glad to assist.

We value your relationship with Vodafone Idea Ltd and are committed to providing you with the highest level of service simply because our customers deserve the very best.

Thanks & Regards,

Name

Enterpriseivrsupport Desk

|  |  |  |  |
| --- | --- | --- | --- |
| Category | 1st Level | 2nd Level | 3rd Level |
| Contact Name | Enterprise IVR Desk | Manjusha M Bhat | Jibu Marks |
| Email Address | [Enterpriseivrsupport@vodafoneidea.com](mailto:Enterpriseivrsupport@vodafoneidea.com) | [manjusha@prutech.co.in](mailto:manjusha@prutech.co.in) | [Jibu.marks@prutech.co.in](mailto:Jibu.marks@prutech.co.in) |
| Escalation TAT |  | If no resolution/Update in 2 Hrs | If no resolution/Update in 6 Hrs |
| Contact Number | 9562906395 | 8089455368 | 9843900200 |

Assurance 4:

Dear “Customer’s Name”,

Thank you for writing to VI™ Enterpriseivrsupport Desk.

We apologies for the situation and we understand where you are coming from and we will be definitely looking into this.

Should you have any additional queries, we will be glad to assist.

We value your relationship with Vodafone Idea Ltd and are committed to provide you with the highest level of service simply because our customers deserve the very best.

Thanks & Regards,

Name

Enterpriseivrsupport Desk

|  |  |  |  |
| --- | --- | --- | --- |
| Category | 1st Level | 2nd Level | 3rd Level |
| Contact Name | Enterprise IVR Desk | Manjusha M Bhat | Jibu Marks |
| Email Address | [Enterpriseivrsupport@vodafoneidea.com](mailto:Enterpriseivrsupport@vodafoneidea.com) | [manjusha@prutech.co.in](mailto:manjusha@prutech.co.in) | [Jibu.marks@prutech.co.in](mailto:Jibu.marks@prutech.co.in) |
| Escalation TAT |  | If no resolution/Update in 2 Hrs | If no resolution/Update in 6 Hrs |
| Contact Number | 9562906395 | 8089455368 | 9843900200 |

Reminder Closer 1:

Dear “Customer’s Name”,

This is regarding your issue related to “……………..” with the ticket number “……………”.

We hope it resolved successfully. If there is anything we can do to make your experience better, just let us know by replying to this email.

We are awaiting your response. Please update soon.

Should you have any additional queries, we will be glad to assist.

We value your relationship with Vodafone Idea Ltd and are committed to providing you with the highest level of service simply because our customers deserve the very best.

Thanks & Regards,

Name

Enterpriseivrsupport Desk

|  |  |  |  |
| --- | --- | --- | --- |
| Category | 1st Level | 2nd Level | 3rd Level |
| Contact Name | Enterprise IVR Desk | Manjusha M Bhat | Jibu Marks |
| Email Address | [Enterpriseivrsupport@vodafoneidea.com](mailto:Enterpriseivrsupport@vodafoneidea.com) | [manjusha@prutech.co.in](mailto:manjusha@prutech.co.in) | [Jibu.marks@prutech.co.in](mailto:Jibu.marks@prutech.co.in) |
| Escalation TAT |  | If no resolution/Update in 2 Hrs | If no resolution/Update in 6 Hrs |
| Contact Number | 9562906395 | 8089455368 | 9843900200 |

Reminder Closer 2:

Dear “Customer’s Name”,

This is regarding your issue related to “……………..” with the ticket number “……………”.

Just a gentle follow up to check is the issue has been resolved or not. We are waiting for your valuable response please let us know at the earlier.

Should you have any additional queries, we will be glad to assist.

We value your relationship with Vodafone Idea Ltd and are committed to providing you with the highest level of service simply because our customers deserve the very best.

Thanks & Regards,

Name

Enterpriseivrsupport Desk

|  |  |  |  |
| --- | --- | --- | --- |
| Category | 1st Level | 2nd Level | 3rd Level |
| Contact Name | Enterprise IVR Desk | Manjusha M Bhat | Jibu Marks |
| Email Address | [Enterpriseivrsupport@vodafoneidea.com](mailto:Enterpriseivrsupport@vodafoneidea.com) | [manjusha@prutech.co.in](mailto:manjusha@prutech.co.in) | [Jibu.marks@prutech.co.in](mailto:Jibu.marks@prutech.co.in) |
| Escalation TAT |  | If no resolution/Update in 2 Hrs | If no resolution/Update in 6 Hrs |
| Contact Number | 9562906395 | 8089455368 | 9843900200 |

Reminder Closer 3

Dear “Customer’s Name”,

This is regarding your issue related to “……………..” with the ticket number “……………”.

Just a routine check from our end to check if the issue has been resolved to your full satisfaction or not.

Should you have any additional queries, we will be glad to assist.

We value your relationship with Vodafone Idea Ltd and are committed to providing you with the highest level of service simply because our customers deserve the very best.

Thanks & Regards,

Name

Enterpriseivrsupport Desk

|  |  |  |  |
| --- | --- | --- | --- |
| Category | 1st Level | 2nd Level | 3rd Level |
| Contact Name | Enterprise IVR Desk | Manjusha M Bhat | Jibu Marks |
| Email Address | [Enterpriseivrsupport@vodafoneidea.com](mailto:Enterpriseivrsupport@vodafoneidea.com) | [manjusha@prutech.co.in](mailto:manjusha@prutech.co.in) | [Jibu.marks@prutech.co.in](mailto:Jibu.marks@prutech.co.in) |
| Escalation TAT |  | If no resolution/Update in 2 Hrs | If no resolution/Update in 6 Hrs |
| Contact Number | 9562906395 | 8089455368 | 9843900200 |

Auto Closure Final

Dear “Customer’s Name”,

This is regarding your issue related to “……………..” with the ticket number “…………….”.

As there is no response from your end we are closing the ticket “

ticket number” regarding “issue details”.

Should you have any additional queries, we will be glad to assist.

We value your relationship with Vodafone Idea Ltd and are committed to providing you with the highest level of service simply because our customers deserve the very best.

Thanks & Regards,

Name

Enterpriseivrsupport Desk

|  |  |  |  |
| --- | --- | --- | --- |
| s | 1st Level | 2nd Level | 3rd Level |
| Contact Name | Enterprise IVR Desk | Manjusha M Bhat | Jibu Marks |
| Email Address | [Enterpriseivrsupport@vodafoneidea.com](mailto:Enterpriseivrsupport@vodafoneidea.com) | [manjusha@prutech.co.in](mailto:manjusha@prutech.co.in) | [Jibu.marks@prutech.co.in](mailto:Jibu.marks@prutech.co.in) |
| Escalation TAT |  | If no resolution/Update in 2 Hrs | If no resolution/Update in 6 Hrs |
| Contact Number | 9562906395 | 8089455368 | 9843900200 |