VSI - L1 Support

- L1 Support is the front phase of PL and Primary Point of contact between the PL and customers.

- L1 Support executes the first line [incident management process](#).

- Responsible for the monitoring of PL Portal, services, business alerts, Jobs (Azure Web jobs) and transactions (Inbound & outbound).

- Keeping track of all the incidents reporting to PL Support L1 team.

- Providing first-line investigation and diagnosis to Dev, DevOps and Product for further resolution of the incident.

- Identify the P1 and Initiate the bridge call as per [P1 Protocols](#).

- L1 team provided the [RCA](#) related to P1 incidents to concern stakeholders.

- Closing all resolved incidents, and other calls reported to L1 team.

- Maintaining the knowledgebase of Product Support team by creating and updating the SOPs.

- Communication with Customers to keep them informed about the status of their issues reported to L1.

- Making sure that all the incidents are closed on time as per agreed SLA.