

InfoBeans HelpDesk SLA Document - Admin (Chennai)

| SI | Query Type | First Response (Business Days) | Assignee TAT (Business Days) | Team | Escalation Point |
|----|---|-----------------------------------|---------------------------------|----------------------|---------------------|
| 1 | Client Visit Arrangements | 1 day | 2 days | Admin Team - Chennai | Anne Anshumathi Raj |
| 2 | Housekeeping | 15 minutes | 1 hour | Admin Team - Chennai | Anne Anshumathi Raj |
| 3 | Repair & Maintenance - Chair/Workstation Repair | 2 hours | 1 day | Admin Team - Chennai | Anne Anshumathi Raj |
| 4 | Repair & Maintenance - Electrical (non - IT) | 2 hours | 1 day | Admin Team - Chennai | Anne Anshumathi Raj |
| 5 | Repair & Maintenance - Washroom Accessories Maintenance | 2 hours | 1 day | Admin Team - Chennai | Anne Anshumathi Raj |
| 6 | Salary Account | 1 day | 10 days | Admin Team - Chennai | Anne Anshumathi Raj |
| 7 | Stationary & Instruments - Drawer/Locker Keys | 1 hour | 2 hours | Admin Team - Chennai | Anne Anshumathi Raj |
| 8 | Stationary & Instruments - Phone Instrument change | 1 hour | 2 hours | Admin Team - Chennai | Anne Anshumathi Raj |
| 9 | Stationary & Instruments - Stationery Requirement | 1 hour | 2 hours | Admin Team - Chennai | Anne Anshumathi Raj |
| 10 | Welcome Kit | 1 day | 10 days | Admin Team - Chennai | Anne Anshumathi Raj |
| 11 | Workstation & ID/Access Card - Access card | 2 hours | 1 day | Admin Team - Chennai | Anne Anshumathi Raj |
| 12 | Workstation & ID/Access Card - ID Card - IB/SEZ | 2 hours | 1 day | Admin Team - Chennai | Anne Anshumathi Raj |
| 13 | Workstation & ID/Access Card - Workstation Movement | 2 hours | 1 day | Admin Team - Chennai | Anne Anshumathi Raj |
| 14 | Admin Miscellaneous | 1 day | 5 days | Admin Team - Chennai | Anne Anshumathi Raj |