

InfoBeans HelpDesk SLA Document - Admin (Indore)

SI	Query Type	First Response (Business Days)	Assignee TAT (Business Days)	Team	Escalation Point
1	Client Visit Arrangements	1 day	2 days	Admin Team - Indore	Ritesh Yadav
2	Housekeeping	15 minutes	1 hour	Admin Team - Indore	Ritesh Yadav
3	Mediclaime Insurance Policy	1 day	30 days	Admin Team - Indore	Ritesh Yadav
4	Parental Insurance Policy	1 day	30 days	Admin Team - Indore	Ritesh Yadav
5	Repair & Maintenance - Chair/Workstation Repair	2 hours	1 day	Admin Team - Indore	Ritesh Yadav
6	Repair & Maintenance - Electrical (non - IT)	2 hours	1 day	Admin Team - Indore	Ritesh Yadav
7	Repair & Maintenance - Washroom Accessories Maintenance	2 hours	1 day	Admin Team - Indore	Ritesh Yadav
8	Salary Account	1 day	10 days	Admin Team - Indore	Ritesh Yadav
9	Stationary & Instruments - Drawer/Locker Keys	1 hour	2 hours	Admin Team - Indore	Ritesh Yadav
10	Stationary & Instruments - Phone Instrument change	1 hour	2 hours	Admin Team - Indore	Ritesh Yadav
11	Stationary & Instruments - Stationery Requirement	1 hour	2 hours	Admin Team - Indore	Ritesh Yadav
12	Welcome Kit	1 day	10 days	Admin Team - Indore	Ritesh Yadav
13	Workstation & ID/Access Card - Access card	2 hours	1 day	Admin Team - Indore	Ritesh Yadav
14	Workstation & ID/Access Card - ID Card - IB/SEZ	2 hours	2 days	Admin Team - Indore	Ritesh Yadav
15	Workstation & ID/Access Card - Workstation Movement	2 hours	1 day	Admin Team - Indore	Ritesh Yadav
16	Admin Miscellaneous	1 day	5 days	Admin Team - Indore	Ritesh Yadav