



InfoBeans HelpDesk SLA Document - HR

SI	Query Type	First Response (Business Days)	Assignee TAT (Business Days)	Team	Escalation Point
1	HR - Leave/Attendance Queries	2 days	10 days	Attendance Team	Harshwardhan Gaur
2	HR - Confirmation Queries	2 days	10 days	HR Operations Team	Harshwardhan Gaur
3	HR - Exit Queries	2 days	15 days	HR Operations Team	Harshwardhan Gaur
4	HR - Rewards and Recognition	2 days	5 days	HR Operations Team	Harshwardhan Gaur
5	HR - Loan Related Queries	2 days	3 days	HR Operations Team	Harshwardhan Gaur
6	HR - Mediclaim Queries	2 hours	30 days	HR Operations Team	Harshwardhan Gaur
7	Other HR Queries	2 days	10 days	HR Operations Team	Harshwardhan Gaur
8	HR - Personal Data Update	2 days	3 days	HR Operations Team	Harshwardhan Gaur
9	HR - PF/ESIC Queries	2 days	90 days	HR Operations Team	Harshwardhan Gaur
10	HR - Reporting Change - HRMS Portal	2 days	3 days	HR Operations Team	Harshwardhan Gaur
11	L&D - LMS Edurigo Queries	2 days	3 days	L & D Team	Raminder Choudhary
12	L&D - Soft Skills Training Queries	2 days	3 days	L & D Team	Raminder Choudhary
13	L&D - Technical Training Queries	2 days	3 days	L & D Team	Raminder Choudhary
14	L&D - Udemy Login Assistance	2 days	3 days	L & D Team	Raminder Choudhary
15	PMS - Performance Management	2 days	10 days	PMS Team	Abhishek Shrivastava
16	PMS - Quarterly Targets/Variable Queries	2 days	10 days	PMS Team	Abhishek Shrivastava
17	TA - Joining/Referral/Retention Bonus	2 days	15 days	TA Team	Chetan Mandlik
18	Talent Acquisition Queries	2 days	15 days	TA Team	Chetan Mandlik