SI	Query Type	First Response (Business Days)	Assignee TAT (Business Days)	Team	Escalation Point
	InfoBeans HelpDesk SLA Document - PMO				
1	Eagle login	1 day	2 days	PMO Team	Ajay Choudhary
2	Eagle Timesheet Upload	1 day	2 days	PMO Team	Ajay Choudhary
3	Miscellaneous	1 day	2 days	PMO Team	Ajay Choudhary
4	Project Allocation	1 day	2 days	PMO Team	Ajay Choudhary