



InfoBeans HelpDesk SLA Document - Admin (Pune)

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