

**InfoBeans HelpDesk SLA Document - Admin (Chennai)**

<b>SI</b>	<b>Query Type</b>	<b>First Response (Business Days)</b>	<b>Assignee TAT (Business Days)</b>	<b>Team</b>	<b>Escalation Point</b>
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