

# Matty — Support Guide (2025-08-08)

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## Scope

This document defines support channels, severity levels, and response times for Matty.

## Contact Matrix

Tier 1: Helpdesk

Tier 2: WebDev Team

Tier 3: Cloud/Infra.

Escalations: Product Owner

## Ticketing

All issues must include steps to reproduce, screenshots, and logs where applicable.

## Severity & SLA

S1: Production down

S2: Major feature broken

S3: Minor bug

S4: Question/Request.

## Maintenance Windows

Planned deployments: Fridays 7–9 PM IST. Emergency hotfixes as needed.