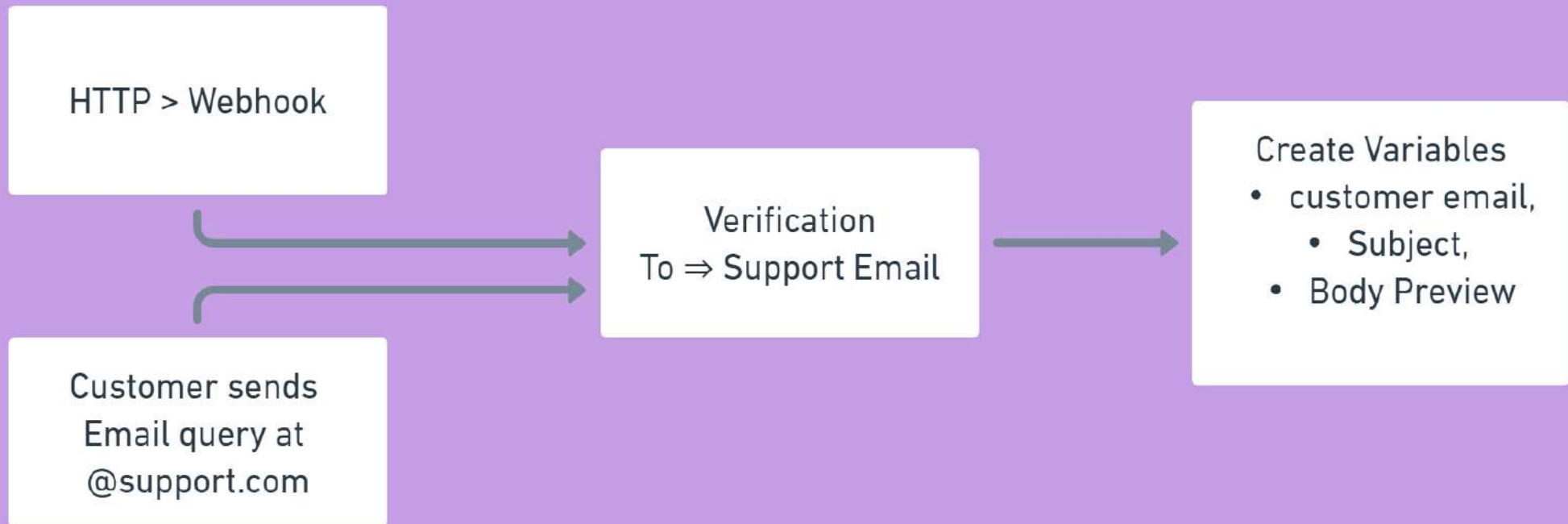


Phase - 1 Capture and Normalize



Phase - 2 Create and Enrich Ticket

Store in Airtable DB

- Customer Email
- SL
- Body
- Ticket ID
- Status
- Created At



Generate Service
Level Agreement
(SLA) Deadline

- Created time + 4
hours Or specific
time period



Store SLA Deadline
in Airtable

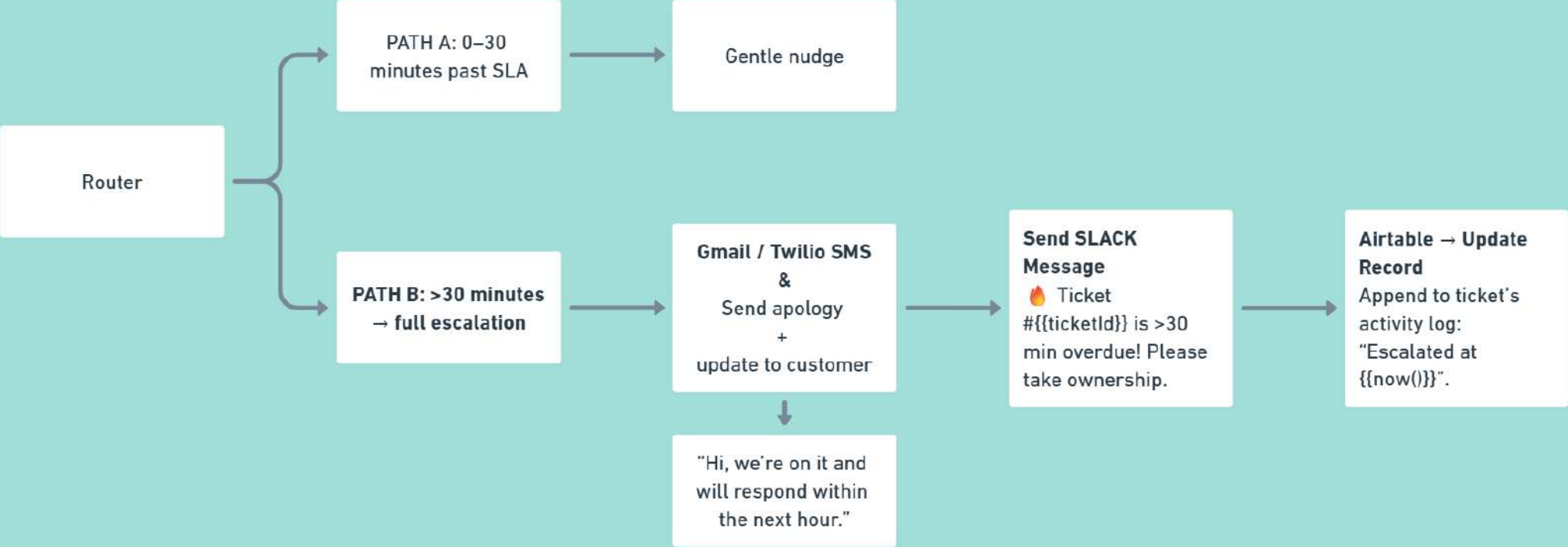


Notify Team on Slack,
Telegram or Discord

Phase - 3 SLA Monitoring



Phase - 4 Escalation and Followup



Phase - 5 Weekly Analytics Report

