

Customer Support SLA Guide

1. Introduction

This document outlines the Service Level Agreement (SLA) for customer support. It defines response and resolution times, ticket prioritization, and escalation procedures to ensure efficient handling of customer issues.

2. Ticket Prioritization

Tickets are categorized based on urgency and impact as follows:

- Low: General inquiries, minor issues.
- Medium: Non-critical issues impacting limited users.
- High: Major disruptions affecting multiple users.
- Critical: System-wide outages or security breaches requiring immediate attention.

3. Response & Resolution Times

Response and resolution times vary based on ticket priority:

- Low: Response within 24 hours, resolution within 3-5 business days.
- Medium: Response within 8 hours, resolution within 2-3 business days.
- High: Response within 4 hours, resolution within 1 business day.
- Critical: Immediate response, resolution within 4-8 hours.

4. Escalation Matrix

If an issue is not resolved within the expected timeframe, customers may escalate:

- Step 1: Contact the assigned support agent.
- Step 2: Escalate to the team lead if no resolution within 24 hours (for high-priority tickets).
- Step 3: Escalate to the Support Manager for further intervention.
- Step 4: Final escalation to the Head of Customer Support for critical unresolved issues.

5. Customer Support Channels

Customers can reach support via:

- Email: support@company.com
- Phone: +1-800-555-1234 (9 AM - 6 PM, Mon-Fri)
- Live Chat: Available on our website during business hours.

6. Sample FAQs

Q: What is the refund policy?

A: Refunds are processed within 5-7 business days upon request.

Q: How can I check my ticket status?

A: You can check your ticket status by logging into the support portal or contacting support.

Q: What are the support hours?

A: Our support team is available from 9 AM to 6 PM, Monday to Friday.