

# SkillsSync TS



# SkillsSync

## TECH SUPPORT



 technology  
Support

### Unlock seamless tech solution with SkillsSync

*Where expert support meets fast, friendly service you trust*

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Phase 2:

Document Title: Call Escalation Process Flow

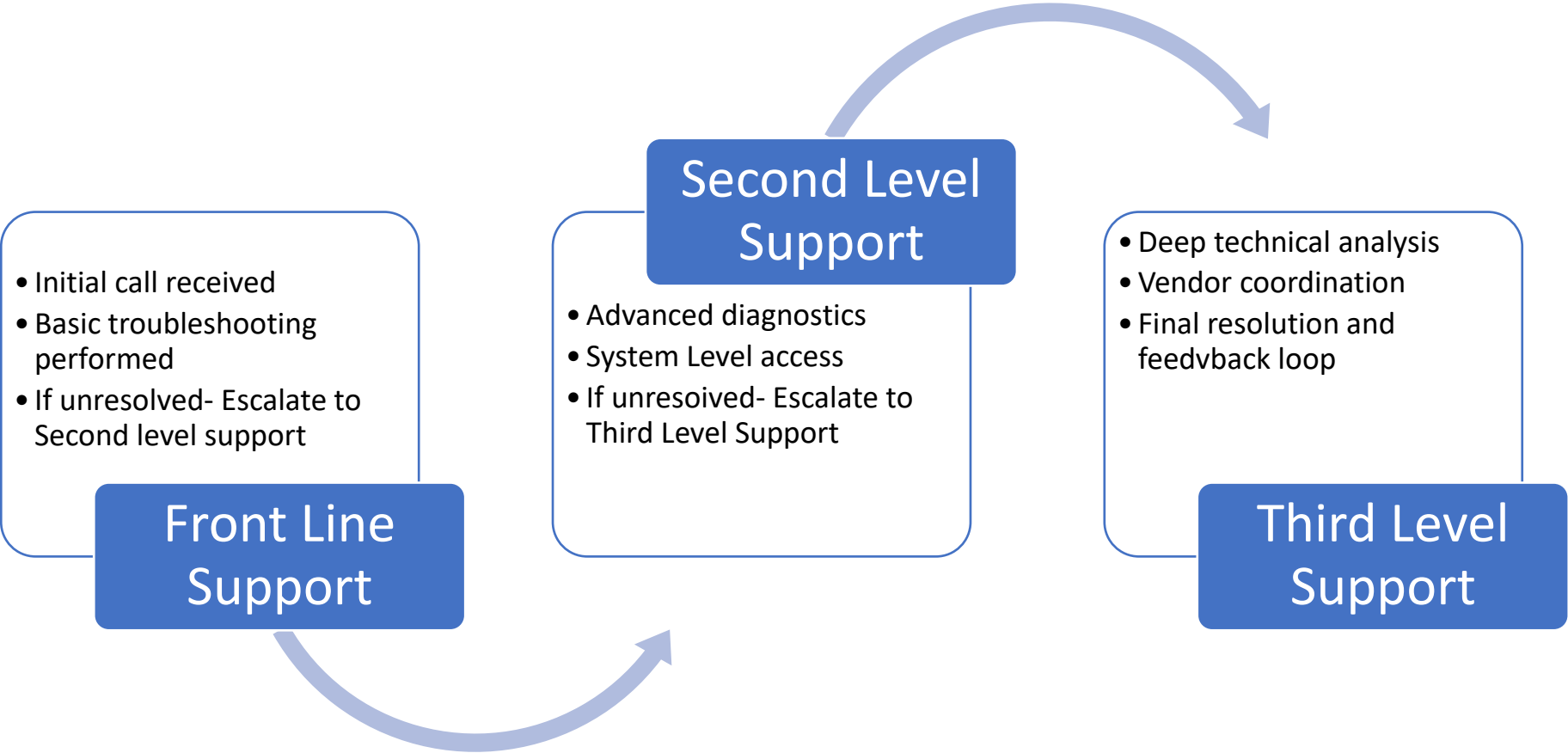
Purpose

-To define and visually represent the process for escalating support calls through the three levels of technical support like Front line, Second level, and Third level.

Escalation Criteria Overview

Support level	Responsibilities	Escalation Criteria
Front Line Support	Basic troubleshooting, FAQs, password reset, account issues	Issue unresolved within 15 minutes or requires technical expertise beyond basic support
Second Level Support	Advanced troubleshooting, software bugs , configuration issues	Issues unresolved within 1 hour or requires system level access or code level diagnosis
Third level support	Deep technical expertise, Vendor coordination, Infrastructure or code fixes	Issue unresolved by second level or requires product changes, patches, or vendor input

SmartArt Flowchart



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