

**Client database will have the below mentioned information:**

1. Client ID\*
2. Client Name\*
3. Address\*
4. Email\*
5. Technical Contact\*
6. Management Contact
7. Connection Package (Corporate/Home) (Dedicated/Shared).....Mbps\*
8. Other Service Details.\*
9. Connection Media/IP Address information/POP info\*
10. Additional Technical Information BOX
11. Billing Information (OTC/MRC)
12. KAM Name
13. Installation/connection starting Date.\*

**New Ticket opening:**

1. Customer ID/Customer Name:
2. Complain received from.....Name.....Mobile number.....email
3. Date.....
4. Complain Category.
5. Priority
6. SLA Plan.
7. Assigned to.....

## 8. Internal Comment BOX

### **Complain category:**

1. Link Down
2. Internet Access
3. Ping Drop/High Latency/Link Fluctuation
4. Slow speed complain
5. Mail/Website/Domain/Hosting
6. Query
7. LAN/PC support
8. Others: Installation/BW Upgradation/Link Shifting

### **Proposed SLA:**

1. Link Down: 4-6 Hours
2. Internet Access : 2- 4 Hours
3. Ping Drop/High Latency/Link Fluctuation: : 2- 4 Hours
4. Slow speed complain: : 2- 4 Hours
5. Mail/Website/Domain/Hosting: : 2- 4 Hours
6. Query: : 2- 4 Hours
7. LAN/PC support- 72 hours
8. Others: : Installation/BW Upgradation/Link Shifting- 72 hours

## **Search optimization needed:**

1. By Client ID/Name
2. Date wise (3 days, 7 days, 1 month, 6 months etc)
3. Problem Category wise

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1. What will be the text of SMS for Complain receiving and complain solving?
2. What will be the text body of the mail that will be sent to customers for complain receiving and solving?

=== **Acknowledgement Mail:**

Dear Sir,

Greetings from Infocom/Thank you for writing to us.

**We have acknowledged and forwarded your complain/requirement (TT#123456) to our concern team for investigation. We aim to get back to you with an update at the shortest possible time.** We highly appreciate your patience and cooperation in this issue.

We are available 24/7 to assist you, please feel free to call us at +09614224466 or email – [help@aktelecom.net](mailto:help@aktelecom.net).

Sincerely,

Customer Service Department



A.K. Khan Telecom Limited

**Last Mail:**

Dear Sir,

Thank you for staying with us.

This email is to notify you that we believe this ticket (TT#123456) has been resolved.

To receive prompt attention if this is not the case, please reply to this email within next two days./Please feel welcome to re-open this **ticket** or open a new one if you need any further assistance.

**We strive to provide excellent customer service. If you have any comments or questions about the handling of this ticket, please feel free to send an email message to [help@aktelecom.net](mailto:help@aktelecom.net)**

**Regards,**

**Feedback Mail:** Dear Sir/Ma'am,

Greetings from INFOCOM!!

We are indeed privileged to be your service provider and express our heartfelt gratitude to you and your management for the continued support to us. In order to offer you our enhanced level service, we are regularly monitoring your link, please share your valuable feedback with us for any improvements. Find us available 24/7 at 09614224466 or email us to [help@aktelecom.net](mailto:help@aktelecom.net).