

**Cloudstrats**   
**Cloudstrats Helpdesk Escalation Process**

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| |  |  |  |  | | --- | --- | --- | --- | | **Escalation Matrix** | **Level 1** | **Level 2** | **Level 3** | | **Name** | **Helpdesk 1** | **Helpdesk 2** | **Team Lead** | | **Contact No** | **+91 8093534237** | **+91 9768924439** | **+91 9619004964** | | **Email ID** | **[Helpdesk\_Support@cloudstrats.com](mailto:Helpdesk_Support@cloudstrats.com)** | **ops@cloudstrats.com** | Team\_Leads@cloudstrats.com | | **Feedback** | **[Feedback@Cloudstrats.com](mailto:Feedback@Cloudstrats.com)** | | | |