



L1 Support receives inbound requests through channels like phone and email. Parallely the L1 Team will also be involved in Monitoring Production Systems Using Tools like Prometheus, grafana.

The L1 Team Documents the issue with the needed information regarding the issue .
If this is an email or call the team will collect all the boilerplate information that is needed like..
Username
Location
Contact Number

FinX L1Team Acknowledges the Call,Email or Alert and classifies the issue. The team creates a Jira Ticket and checks if the issue is a known issue and if this can be fixed by utilizing the existing SOP's .
If the issue is out of scope the issue is categorized and escalated to the Respective teams On-call

Is the issue Classified as a infrastructure issue which can be handled by DevOps Team

YES

The L1 Devops Team will Take ownership of the issue and will start looking into the issue . Once the issue is resolved , the same will be informed to the customer

NO

If the issue is classified as a Application Side issue then the Application Support team will take ownership of the ticket until Resolution .