NovelVox

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# NovelVox Support Escalation Matrix & Service-Level

Cisco Partner

jack henry vip member

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# Escalation Matrix-**Support**

## Level 1

**Operations Manager**

**Monish Sachdev**

m.sachdev@novelvox.com

## Level 2

**Director-Delivery**

**Sulochana Verma**

s.verma@novelvox.com

## Level 3

**VP-Business Development**

**Manish Rai**

m.rai@novelvox.com

# Service Level Agreement (SLA)

NovelVox supports and manages the Incidents as per the following matrix.

| Priority | Description | Response Time | Status Communication |
|---|---|---|---|
| **Severe - P1** | System is completely down. All operations are totally affected | 30 Mins | A status update detailing the issue progress will be sent to the requestor every 1 hour. |
| **High – P2** | System is partially down. Some operations are severely degraded. (For Ex. System is still functional but some modules are not working) | 1 Hrs. | A status update detailing the issue progress will be sent to the requestor every 4 hours. |
| **Normal – P3** | System is stable, but the performance is impaired. Operational functions are available yet may experience unexpected symptoms/system behavior and/or defects may have become evident | 8 Hrs. | A status update detailing the issue progress will be sent to the requestor every 24 hours. |
| **Low – P4** | System is operational and no adverse behavior. There may be queries/questions on reporting and other matters about the system, functionalities, configurations or special request | 8 Hrs. | A status update detailing the issue progress will be sent to the requestor every 24 hours. |


supportnv@novelvox.com | www.novelvox.com | +1 928 864 5100