


# Call Escalation Matrix For Printers & FPS

1. Any issue Reg Canon & Epson Printers & Finger Print Scanners.
2. If any issue Please fill the given below format and give a what's up to the given no.  8985553609.
3. Please share images & Videos of the device along with given format in what's up.

**Secretariat Code :**

**Name of the Sachivalayam :**

**Address :**

**Village/Ward :**

**Mandal Name :**

**District :**

**Pin code :**

**Contact Person Name :**

**Contact No. :**

**Alternate Contact No. :**

**Make :**



**Device Model No. :**

**Device Serial No. :**

**Problem Details :**

**Problem Description :**

## Akshara Escalation Matrix

Support Level	SPOC	Contact Details	E-Mail ID	Time
L1 Support	Central Helpdesk	8985553609	<a href="mailto:gsws_ap@aksharags.com">gsws_ap@aksharags.com</a>	9:30 AM to 7 PM
L2 Support	Client SPOC	 8520988897	<a href="mailto:IT_technical@aksharags.com">IT_technical@aksharags.com</a>	9:30 AM to 7 PM
L3 Support	Manager Services	 9652272272	<a href="mailto:bharath@aksharags.com">bharath@aksharags.com</a>	9:30 AM to 7 PM

All mails to be copied to

First call should be landed at L1 Support (Central Helpdesk)

If there is no response in 4 Hrs, call L2 Support

If there is no response in 8 Hrs, call L3 Support

Support not available on General and Public Holidays,

SLA will started at the time of call raise within 24 working hours,

Call received after working hours with be considered next working day only.