

Vendor Support Ticket Escalation

Objective:

To streamline the process of resolving vendor concerns efficiently and in a timely manner.

Steps:

Initiation of Support Ticket by Vendor:

- The vendor initiates a support ticket through the designated communication channel, detailing their concern or query:-support@vendor.zohodesk.in



Assignment to Executive Personnel:

- Upon receipt of the ticket, an executive person is assigned to review and resolve the vendor's query within 5 business days.
- If resolution within 5 days is not feasible, the ticket is escalated to a senior executive person for further handling.

Resolution by Assigned Executive:

- The assigned executive person diligently works to resolve the vendor's concern within the given timeframe.
- In cases where resolution is not possible within 5 days, the senior executive person takes charge of the ticket.

Escalation to Senior Executive:

- If the assigned executive person is unable to resolve the issue within 5 business days, the ticket is escalated to a senior executive for intervention.
- The senior executive person evaluates the situation and works towards resolving the concern within the next 10 business days.

Support from Manager:

- Should the issue persist beyond the involvement of the senior executive, it is escalated to the manager for further support and resolution.
- The manager provides necessary support to address the vendor's concern within 15 business days from the initial escalation.

Final Resolution and Closure:

- Once the concern is resolved, the ticket is closed, and appropriate documentation of the resolution is recorded.
- The vendor is notified of the resolution and provided with any necessary follow-up instructions or actions

