

# Agriya Support Service Level Agreement v1.0

Services Delivery is the key element of Agriya's integrated capability. Our support/services are focused on helping our customers become more responsive, resilient, variable and focused. Our delivery centers are currently located in Chennai. All technical support is handled through the helpdesk and operated purely on a ticket basis. Please note that all priorities have been set to medium as we work on tickets in the order that we receive them.

**This agreement is specifically for the support desk located on [Agriya Customers Portal](#)**

## What We Promise From Support Desk

- Turn around time(TAT) for all our support services( like installation requests, 3rd party integrations, Bug fixing, software-operation's queries) will be rectified/answered within 24 hours from the time of submission of the tickets.
- All the new bug reports will be fixed within 48 hours from the time the ticket(bug) is submitted.
- An instant reply to all our customer tickets will be sent as a token for receiving the ticket, and this mail will also enable you to have a clear insight of the details and timelines of the ticket.
- An instant update for any fixes found or any updates on the status of the ticket will be reported through a reply to the ticket thread along with the necessary/corresponding screen shots if required.
- The support Desk will support all the current software versions.
- If your server is found to be missing essential server requirements to run our software, then you will be notified with the missing requirements to resolve the same.

## What we Don't Promise from Support Desk(for a 24 hour timeframe):

- The support Desk will not give any Coding advice, and coding examples will not be offered through the support desk.
- The support desk will not review any code changes for compatibility.
- If the client has made changes or customizations to the software that requires a different fix to be enforced , and/or if this issue was reported as a new bug then the Support Desk will try hard to resolve the ticket/issue within 24/48 hours, but the fix for the issues is not guaranteed.
- If the client is using an older version of the software the 24 hour timeframe will not apply, and if this issue was reported as a new bug then 48 hour timeframe will not apply.
- If the bug cannot be replicated on the demo version of the software the 48 hour timeframe will not apply.

## What we require:

- Your correct website log in details, example admin log in details
- Your server log in details, example login access for SSH, CPANEL, FTP etc

- In case if you have any trouble with 3rd party services, example issues with your payment gateway or with Facebook etc, then we will need those related account log in details as well, so that our support team can investigate such problems.
- Depending upon your issue, we will need 24 hours to 4 days of time.
- If in case you submit a ticket with incorrect login details / incomplete info, the 24 hours to 4 days time will be considered only from the time you provide correct details.

### **Official Working Hours / Holidays / SLA**

- Our official working hours are Monday to Friday (7:00 A.M to 10:00 P.M IST)
- Our office will remain closed on all General / Local Holidays.
- Tickets posted during the working hours (7:00 A.M to 10:00 P.M IST) will be resolved within 24/48 hours from the time the ticket has been submitted. If the ticket gets posted after our scheduled working hours then the tickets will be taken into next day's account, and will be resolved within 24/48 hours starting from the next day.
- Office closures will be announced in the [Agriya Customers Portal](#), [Facebook AgriyaNews](#) and the [Twitter AgriyaNews](#)

Ahsan Technologies Pvt. Ltd. reserves all rights not expressly granted to you in this Support Service Level Agreement. If you have questions about these terms and conditions, please send email to [support.agriya@agriya.com](mailto:support.agriya@agriya.com) but note that such questions or email will not release you from the terms and conditions of this Support Service Level Agreement.