

Escalation Matrix : Essae Teraoka Ltd

The official contact numbers have been changed due to change service provider from Reliance to Idea network. Please take a note of the same & kindly update, for future references and requirement.

Call logging:

DESCRIPTION	* CALL LOG (Registration & Provision of CASE ID) - Through mail only * Call logging Timings : 9.30 Am to 5.30 Pm * If Call is logged after 12.00 Noon, Response time will be calculated from the Next working day.				
LEVEL	NAME	HELP DESK NUMBER / CONTACT NUMBER	DESIGNATION	E-mail Address	Escalate
1	Nagachandra	LL:9071738567/ Mob:9071737994	Admin. Executive	csc@essae.com	Call Logging & - Immediate

Escalation Matrix:

DESCRIPTION	CALL LOG (Registration, Provision of CASE ID and call closing) / Escalation Matrix for POS/ KIOSK Machines				
LEVEL	NAME	HELP DESK - NUMBER / CONTACT NUMBER	DESIGNATION	E-mail Address	Escalate
1	NAGA CHANDRA	LL:9071738567/ Mob:9071737994	Admin.Executive	csc@essae.com	Call Logging & Immediate
2	ANILKUMAR.S	LL: 9071178605/ Mob:9071737898	Asst.Manager	anilkumar.s@essae.com	24 hrs after expiry of applicable response time
3	SIVARAMAN	LL: 9071178633/ Mob:9379943511	Assistant General Manager	sivaraman@essae.com	48 hrs after expiry of applicable response time