

Helpdesk SLAs Explained

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Some basic information about our SLAs.



Helpdesk SLAs Explained

SLA Type	SLA Description	Response Time	Actual Average Response Time of Tabush Group
STANDARD	<p>Each ticket will automatically be opened as standard priority unless:</p> <ul style="list-style-type: none">• The client requests a specific priority for valid reasons• Questions asked and answered dictate it should be a higher priority• The client requests it be set at a higher priority• The monitoring system or tech team dictates it should be of a higher priority	First response will be within 4 hours	Within 2 hours
HIGH	<p>A ticket is opened by the helpdesk as high priority if:</p> <ul style="list-style-type: none">• The client requests it to be for valid reasons• The issue is causing a work stoppage for an individual and there is no suitable workaround	First response will be within 1 hour	Within 30 minutes
CRITICAL	<p>A ticket is opened by the helpdesk as priority if:</p> <ul style="list-style-type: none">• The client requests it to be for valid reasons• The issue is causing an outage that impacts a group of individuals or the entire team	First response will be within 30 minutes	Within 15 minutes

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