

Escalation Matrix

As customer is most important to us, we completely focused towards the first-attitude bore by the customer. Apart from that, we also maintain a standard level of transparency and ethics in running all the business activities to avoid misunderstanding.

We make sure that the customers query are attended first and we can solve the same to the earliest and reduce trouble for them & for this we have unlock every means of communication to reach our supreme customers. Our main objective is to suffice the customer by giving personalize service & make them pleased. If at all customer is facing any query or complain, they can always write us or email on darshan@profile-solution.com.

We would like you to follow below mentioned escalation matrix for fastest resolution of query. Please note the revert shall be as per business days and business hours only.

Escalation Matrix			
Levels & Hours			Contact Point/Email ID/Phone
Level Of Escalation	Technical Query	Expected Revert Time	Technical Escalation
Level 1	3 hours	6 hours	Activation Desk site@profile-solution.com Suraj 8452911138, Omkesh 8452911139, Haushal 9167231005. Request you to call the below mentioned team member after any issue is identified. The above email can be read by all team members depending upon access to internet. Any of the above no can be dialed depending upon your interaction with them.
			Technical Helpdesk info@profile-solution.com Mob : 8452911150
Level 2	8 hours	24 hours	Sales@profile-solution.com
Level 3	24 hours	48 hours	Mr.Darshan Patil darshan@profile-solution.com
			darshan@profile-solution.com