Support Document

ShikshaLokam
Education Leadership Platform

1.
Seva Desk

Use SEVA desk for

- Raising requests
- Queries
- Issues
- Follow-up processes

Signing Up process

STEP 01

Link to **SEVA Desk**

https://seva.shikshalokam.org/

STEP 02

First time users **Click on 'Register Now'**

STEP 03

Fill in the details **Create your account**

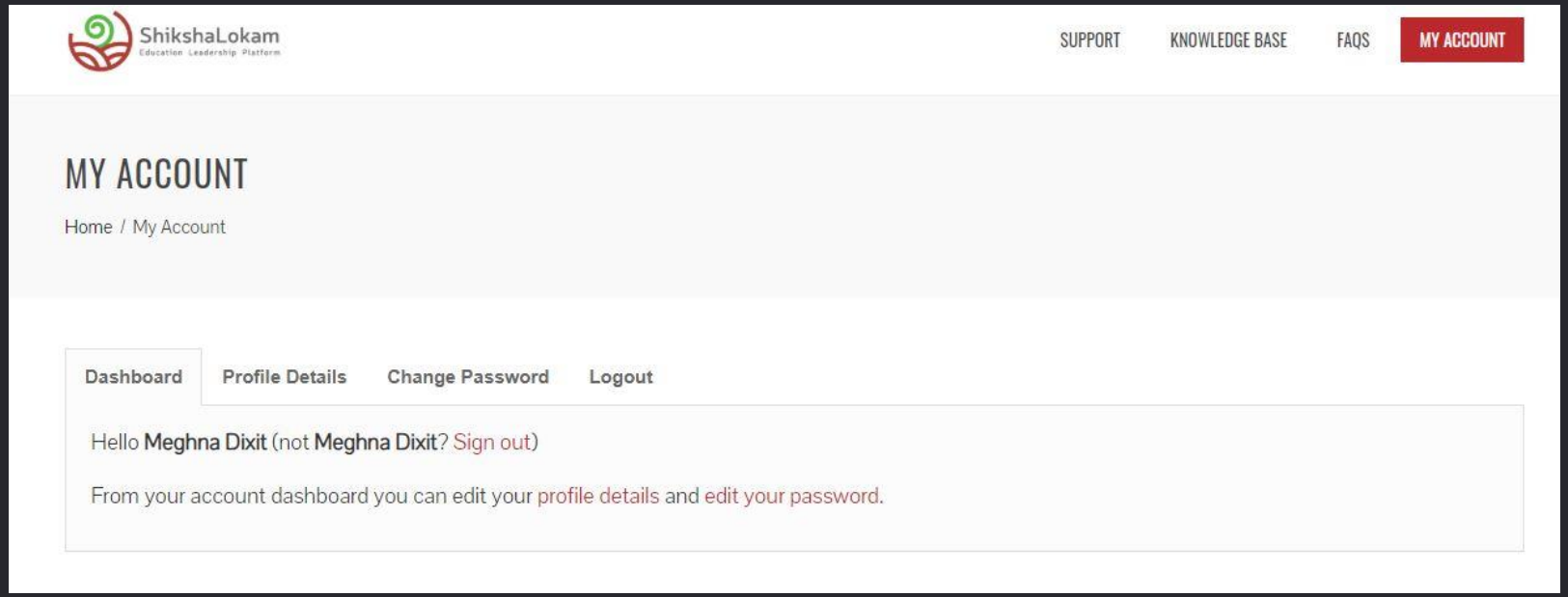
STEP 04

Once you submit and we approve, you will receive an **email notification**

STEP 05

Log in with the credentials

After signing in you will be directed to the following page



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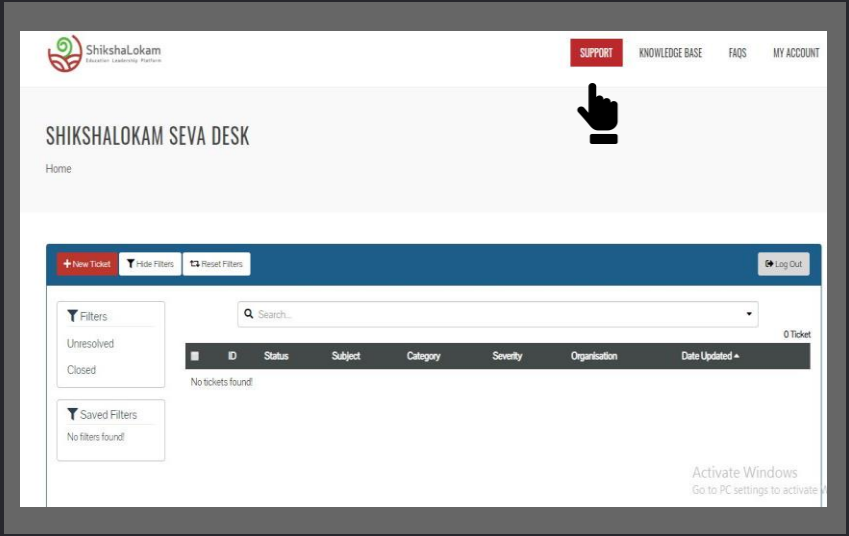
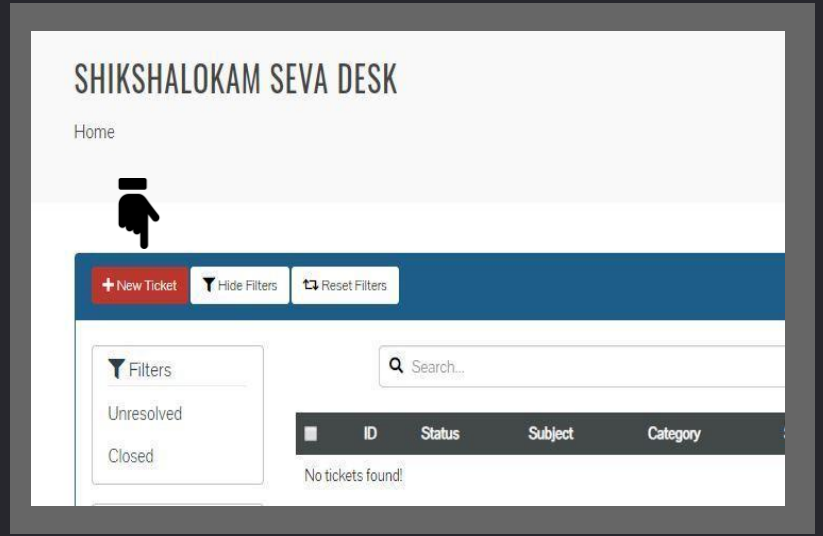
Now that you have logged-in to SEVA desk!

Lets see how to Raise a query?

Raising request or queries

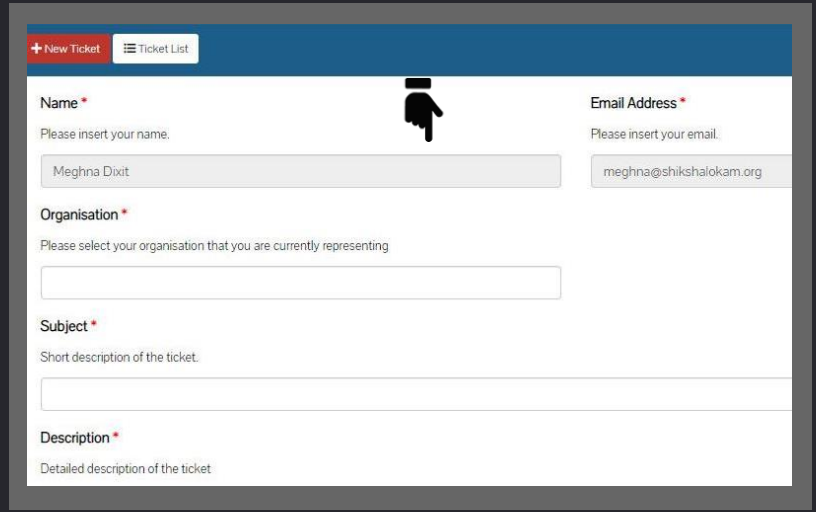


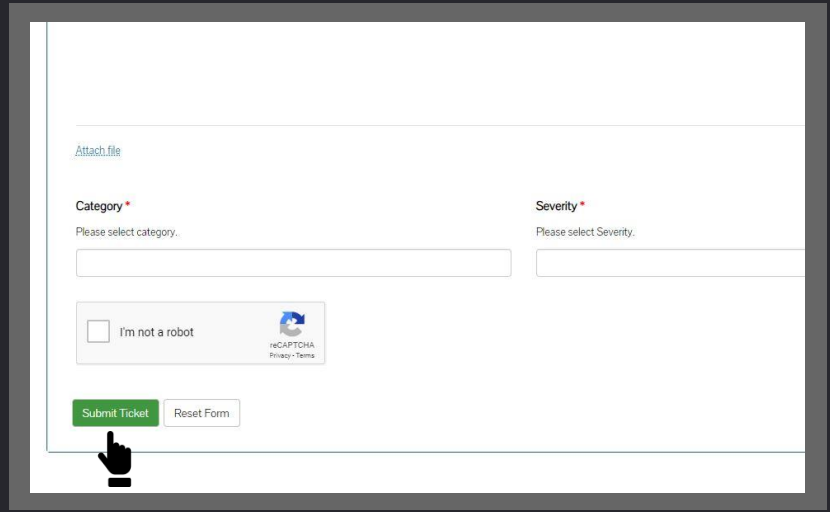
1. **Click on 'Support tab'** (right-hand side)



2. On the display page, click on **'New Ticket'**

Raising request or queries





3. **Add details**- Your name and e-mail id, Organization Name, Title of the request, Description, Attach docs if required, Severity (on the basis of urgency)

4. **Submit Ticket-** After submitting you will receive a notification on your email.

Stages after raising a ticket

1. **Awaiting Support reply** - The status represents the ticket awaiting ShikshaLokam's support team response
2. **Awaiting Customer reply** - In case of any clarification required, the support team can post a query for a customer and the status is shown
3. **In Progress** - The status is shown Once the support team starts working on the request
4. **Done** –The Issue is resolved from the tech end and sent for the verification
5. **Resolved** - This status represents the completion i.e. request is resolved and verified
6. **Closed**- This action rests with the customer. As the ticket is resolved, the customer can go ahead and close the request from their end

2.
Service Level Agreement (SLAs)

Depending on the kind of issues, the resolution time would vary.

1

Level 1 issues

Issues/requests which do not require any backend work for example- Login issue, how to view courses, create a resource,' how to use a feature in theapp, how to use a capability, etc. belong to this category.

Addressing time
Within 5 Working hours*of reporting

Depending on the kind of issues, the resolution time would vary.

2

Level 2 issues

Requests that require some backend work- configuration changes like user Id creation,adding organizations, mapping request, deletion and submission of data, Information required from the database, etc. belong to this category.

Addressing time: Within 8 Working hours* of reporting

Depending on the kind of issues, the resolution time would vary.

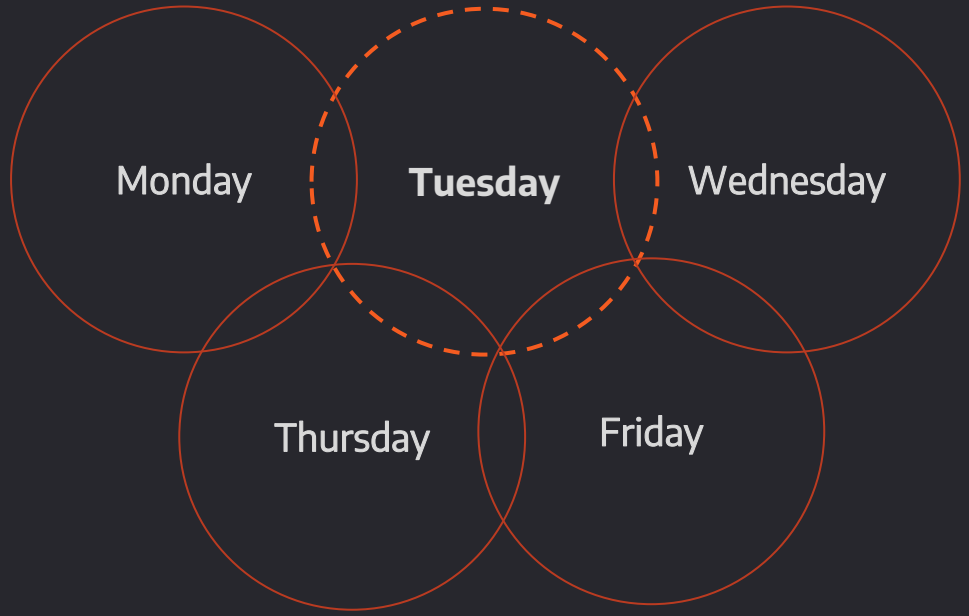
3

Level 3 issues

Requests like designing a new program, enhancements, bugs, etc. belong to this category.

Addressing time: Within 24 Working hours*of reporting

*Working Days



*Working Time

9:00 am-6:00pm

List of Holidays

S.No.	Date	Day	Event
1.	15/01/19	Tuesday	Makara Sankranthi/Pongal
2.	19/04/19	Friday	Good Friday
3.	15/08/19	Thursday	Independence Day
4.	02/09/19	Monday	Vinayaka Chaturthi
5.	02/10/19	Wednesday	Gandhi Jayanti
6.	07/10/19	Monday	Ayudhapooja
7.	08/10/19	Tuesday	Vijaydashami
8.	28/10/19	Monday	Deepavali
9.	01/11/19	Friday	Kannada Rajyostava
10.	25/12/19	Wednesday	Chirstmas

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THANK-YOU!