

Help Desk Support Services SLA Example

1. Introduction

This Service Level Agreement (â€œSLAâ€) outlines the scope, service levels, and responsibilities for Help Desk Support Services provided by the Service Provider to the Client.

2. Services Provided

- Incident and request logging
- Troubleshooting and issue resolution
- Escalation management
- Service requests and information inquiries

3. Service Hours

Support is available 8:00 AM â€“ 6:00 PM, Monday through Friday, except public holidays.

4. Contact Methods

- Email: support@example.com
- Phone: 1-800-123-4567
- Self-Service Portal: