

CUSTOMER SUPPORT

- The SLA for clients with a dedicated CSM (Customer Success Manager) is 2 working hours. During CSM unavailability, response time is up to 24 working hours.
- The Client's point of contact (POC) will be responsible for forwarding any queries to the CSM. A support project will be created in Asana for the rest of the team members. If any team member has queries, the query should be posted in the support project, and one of our available team members will respond within 24 working hours.
- CSM and the support team are available Monday to Friday from 10 AM to 7 PM, excluding holidays.
- Our CSM & support team is responsible for providing assistance with features, workflows, reporting, and setup. For technical queries, please contact Asana's support directly, details mentioned below.
- Our CSM and support team are not responsible for providing technical support beyond the capabilities of the platform.
- The Asana license activation triggers CSM assignment within a week.
- **Our Escalation Matrix:**

L1: Customer Success Manager

L2: K Srinivas (Head of Customer Success) Email: srinivas@addrslabs.com

L3: Parteek Kumar (Director-Sales) Email: Parteek@addrslabs.com

ASANA SUPPORT

- Asana provides 24/7 English support and will respond to Customer support inquiries filed via <https://asana.com/support>
- Asana's ability to provide support depends on the Customer's provision of an email address affiliated with their Asana account in the support inquiry form when they submit their inquiry
- To learn more about Asana's customer support please visit [here](#)
- Enterprise Plan customers please refer Asana Service Level Agreement [here](#)