

Logging of calls for WAN Link related problems

ESCALATION MATRIX FOR LINK RELATED PROBLEM RESOLUTIONS				
S.No	Escalation Time Scale	To Whom	Contact Nos	E-mail IDs
1	When Fault occurs	NOC(Network Operation Centre), Bangalore	Toll Free no. 1800-425-2232	cbecwan@bsnl.co.in
2	Immediate after expiry of resolution response time for Cat A,B,C & D sites	SDE, Data Networks, Bangalore	080-25808833/ 09449801899	smuniswamy@bsnl.co.in
3	More than 2 hours delay in resolution time for Cat A,B,C & D	DGM, Data Networks, Bangalore	080-25808844/ 09448010686	sangeeta_bsnl@bsnl.co.in
4	More than 4 hours delay in resolution time for Cat A,B,C & D	GM, Data Networks, Bangalore	080-25808890	narasimham@bsnl.co.in

Logging of calls to hp for hardware/OS/Software (HP & 3rd Party Products) problems

- Toll free no. (Round the clock) : 18004254994
- Mobile No. (Round the clock) : 9844066440
- Land Line # : 080 25631916
- E-mail call logging : nightdesk.bangalore@hp.com
- Details required for logging the call :
 1. Caller Name & Contact No.
 2. Site Address
 3. System handle /System serial No.
 4. Problem Description

- What happens after registering the call call.
 1. Case ID is generated
 2. Soln. Centre Engg. works on the
 3. Talks to the caller if required
 4. Engineer visits on-site if required

HP Escalation Matrix

Engineers can follow same if any issue is faced in logging calls & getting support from Call center

Escalation Matrix				
North & East	Level I	Level I	Level III	Level IV
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