1. Operating Hours

- Email support services operate 24/5.
- Emails should be sent to "**support@terzocloud.com**"

2. Handling Email Queries

2.1 Initial Response

- Upon receiving an email inquiry, customer support representatives must acknowledge receipt promptly. This acknowledgment should include:
  - A personalized greeting addressing the customer by name, if available.
  - Confirmation of receipt of their inquiry.
  - A brief statement of understanding regarding their query.
  - Reference number or ticket ID for tracking purposes.

2.2 Response time depends on the nature of the query:

- For emergency queries (e.g., service outage, critical issues), respond within 2 hours.
- For urgent queries (e.g., technical difficulties, significant inconvenience), respond within 4 hours.
- For non-urgent queries (e.g., general inquiries, feature requests), respond within 7 days.

2.3 Ticket Categorization

- Upon acknowledgment of the email, categorize the ticket based on the nature and urgency of the inquiry. Common categories may include:
  - Technical issues
  - Product features or usage
  - Feedback and suggestions
  - Other general inquiries

- Assign appropriate priority levels to each ticket based on predefined criteria. Priority levels may include:
  - High priority: Issues impacting critical functionality or affecting multiple customers.
  - Medium priority: Issues causing inconvenience to individual customers but not critical to overall service.

- Low priority: General inquiries or feedback with no immediate impact on service.

- Use ticket management software or systems to track and categorize inquiries efficiently.

2.2 Investigation and Resolution

- Assign the email query to an available representative.
- Review the customer's query thoroughly and gather the necessary information.
- If the resolution requires further investigation, inform the customer of the anticipated time frame for a comprehensive response.
- If tickets require further analysis from the Engineering team, follow the engineering L2 process.

2.3 Escalation Procedure

- Follow the escalation protocol if the query requires an escalation.
- Document the escalation process and keep the customer informed of the progress.

3. **Quality Assurance**

- Identify recurring issues or areas for improvement and implement corrective measures.