

| Revision  | Prepared by     | Date       |
|-----------|-----------------|------------|
| Version 1 | Commercial Team | 09/03/2020 |

# SUPPORT POLICY

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Helpdesk is a resource intended to provide the customer or internal user with information and support related to a ODELA's processes, products and services. The purpose of a help desk is to provide a centralized resource to answer questions, troubleshoot problems and facilitate solutions to known problems. Common examples of help-desks include: Technical Support centers, Product Support /Warranty functions, and facilities service centers. Helpdesk support may be provided through various channels including social media, toll-free numbers, websites, live chat and email.

Below are some of the common categories of queries you may want to ask us.

- Basic Knowledge
- Technical
- E-Marketplace Operation
- Merchants
- Members and Partners

## How to contact support

1. Phone: +603-3125 0338
2. Email: [support@odela.com.my](mailto:support@odela.com.my)
3. Live Chat: [marketplace.odela.com.my](https://marketplace.odela.com.my)
4. Social Media
  - a. Facebook: [www.facebook.com/OdelaMalaysia/](https://www.facebook.com/OdelaMalaysia/)
  - b. Twitter: [www.twitter.com/odela\\_my](https://www.twitter.com/odela_my)
  - c. Instagram: [www.instagram.com/odela\\_my/](https://www.instagram.com/odela_my/)

## How long does it takes for us to response

| Tools        | Operating hours                    | Response                | Further Action               |
|--------------|------------------------------------|-------------------------|------------------------------|
| Phone call   | MONDAY-SUNDAY<br>09:00am - 12:00am | Immediately             | Depends on type of inquiries |
| Email        | MONDAY-SUNDAY<br>09:00am - 12:00am | Within 1-2 working days | Depends on type of inquiries |
| Live Chat    | 24 hours                           | Immediately             | Depends on type of inquiries |
| Social Media | 24 hours                           | Immediately             | Depends on type of inquiries |