CCAvenue®

TYPICAL ESCALATION ISSUES / BEST PRACTICE AND RESOLUTION.

Priority	Typical Escalation issues	Example	Best Practice for merchant	Typical action at CCAvenue	Response time
Level 1	Escalations due to Fluctuation/downtime at Payment gateway.	CCAvenue PG - fluctuating or completely down (scheduled or unscheduled)	CCAvenue notifies the Merchants of any fluctuation or downtimes, thus the resources can be managed accordingly.	(i) CCAvenue constantly monitors the health of the PG and bank servers by performing *automated* and *manual* checks for server status and transaction status. (ii)Instant coordination with bank to sort issue. (iii) Email Alerts notifying any findings affecting the transaction is sent to the merchant. (iv) If the merchant has provided a static URL in dynamic event notification we would push the status to this URL. (v)The notification is highlighted on the payment page as well alerting the customer of the status of payment option thus inviting them to opt for another payment option.	Within 20 mins
	Escalations due to Fluctuation/downtime at Bank.	Payment option (Credit /debit /netbanking)- fluctuating or completely down (scheduled or unscheduled)			
Level 2	Escalations due to Refund not received by customer even after end of refund TAT.	Customer has not received refunds for reasons like a) issue with refund system @ bank's end b) bank core banking system unavailable c) public holiday	If the status API shows refund completed but customer claims non-receipt of funds please contact CCAvenue support desk with the customer's bank statement.	CCAvenue coordinates with bank to iron out issues if any, to ensure refunds are completed.	24 hours. Resolution is based on TAT provided by bank.

	Escalations as Integration cannot be completed.	Despite following all the standard integration steps if the integration is not accomplished.	A detailed integration document is provided in the Admin panel along with sample codes.	For any Integration queries which requires coordination with the development team, support team would log the request to the dev team and as per queue the query would be responded to or teamviewer access would be established to provide integration assistance.	As per TAT provided by developme nt team.
	Escalations as Transaction status is not updated in real time.	In course of transaction if the customer is charged, however for any reason like a) "customer closed the browser on bank page " b) "session time out" c) "connectivity drop" if the status of transaction is not updated.	a) Status of the transaction can be checked by using the API OR b) by logging into the panel OR c) by contacting the support desk.	If the status is not received from the bank and not updated in CCAvenue system. CCAvenue is dependent on the reconciliation sheets received from the banks the next working day.	24-48 working hours
	Escalations as success ratio for any payment option is poor.	If the drop count / failure count for any payment option is high , rendering poor success ratio.	Check for downtime alerts , if the issue is not for the payment options with issues , report to CCAvenue.	CCAvenue shares the logs of transactions to banks to check for exact reason and resolution and communicates to merchant.	As per response from bank.