



# service-level agreement (SLA)



**Know !**

## SERVICE LEVEL AGREEMENT (SLA)

A service-level agreement (SLA) sets the expectations **between the service provider and the customer** and describes the products or services to be delivered, the single point of contact for end-user problems, and the metrics by which the effectiveness of the process is monitored and approved.



+91 124 420 7727



[business@cabtechnologies.com](mailto:business@cabtechnologies.com)



[www.cabtechnologies.com](http://www.cabtechnologies.com)

A service-level agreement (SLA) sets the expectations between the service provider and the customer and describes the products or services to be delivered, the single point of contact for end-user problems, and the metrics by which the effectiveness of the process is monitored and approved.

<https://www.cabtechnologies.com/>

