

# Filing Complaints at Espresso

Customers can approach Customer Service for their concerns via the following channels. Once the customer raises the concern via any channel, the interactions get recorded in Espresso's backend. The customer receives Ticket IDs for all interactions, which can be used for future reference in any of their interactions with the Customer Service team.

## Filing a Complaint via designated Email ID

1. In the first step, the customer sends an email to one of our designated Support Email IDs.

Desk	Email ID
Customer Service	support@myespresso.com dpcell@myespresso.com igc@myespresso.com

2. The email gets recorded in Espresso's backend systems and a unique Ticket ID is generated for the specific complaint.
3. While our teams get to work to resolve the complaint, the customer receives the unique Ticket ID in our reply. This ID can be used for future reference in any of their interactions with the Customer Service team.

## Track the Status of a Complaint: Applicable for all modalities

Regardless of which modality has been used to raise a complaint, Espresso customers can track the status of their complaint as long as a Ticket has been raised.

- This can be done by sending an email to support@myespresso.com.
- Be sure to include the Ticket ID in the email subject line.
- You may expect a prompt reply with the status of your complaint.

## Telephonic Support

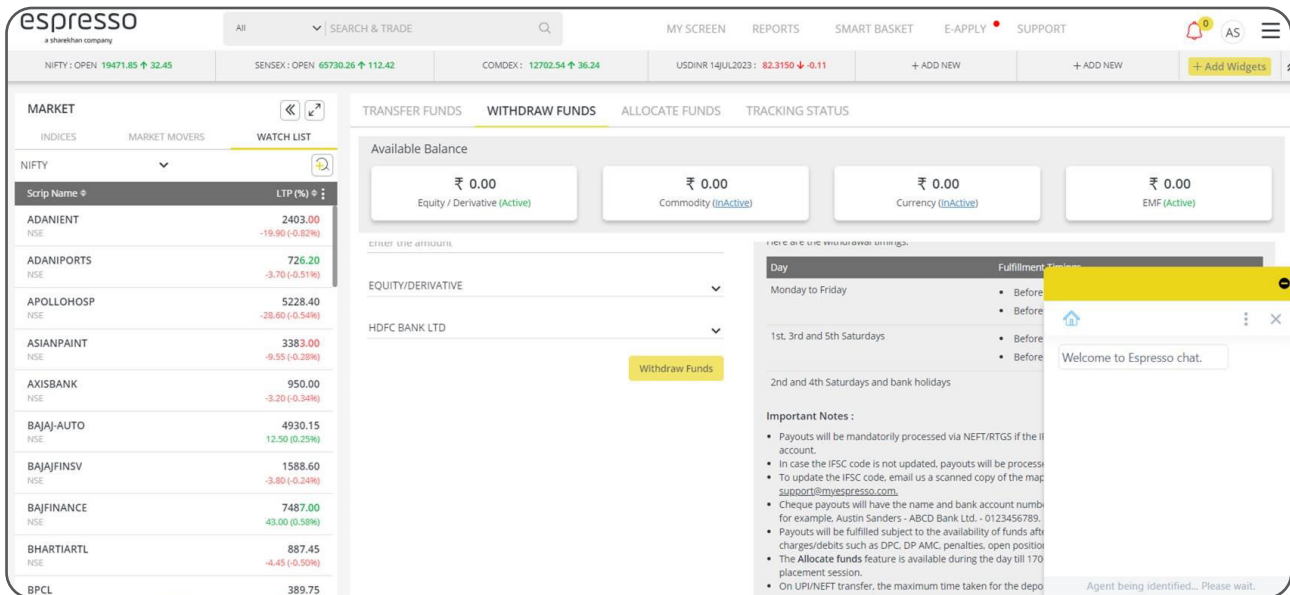
Customers can reach out to our dedicated Support team via the numbers below:

Desk	Number	Timings
Customer Service	022 6767 0700	Monday to Friday 8:30 AM to 5 PM

## Live Chat Support

Customers can engage in instant messaging with our Support agents, as seen below:

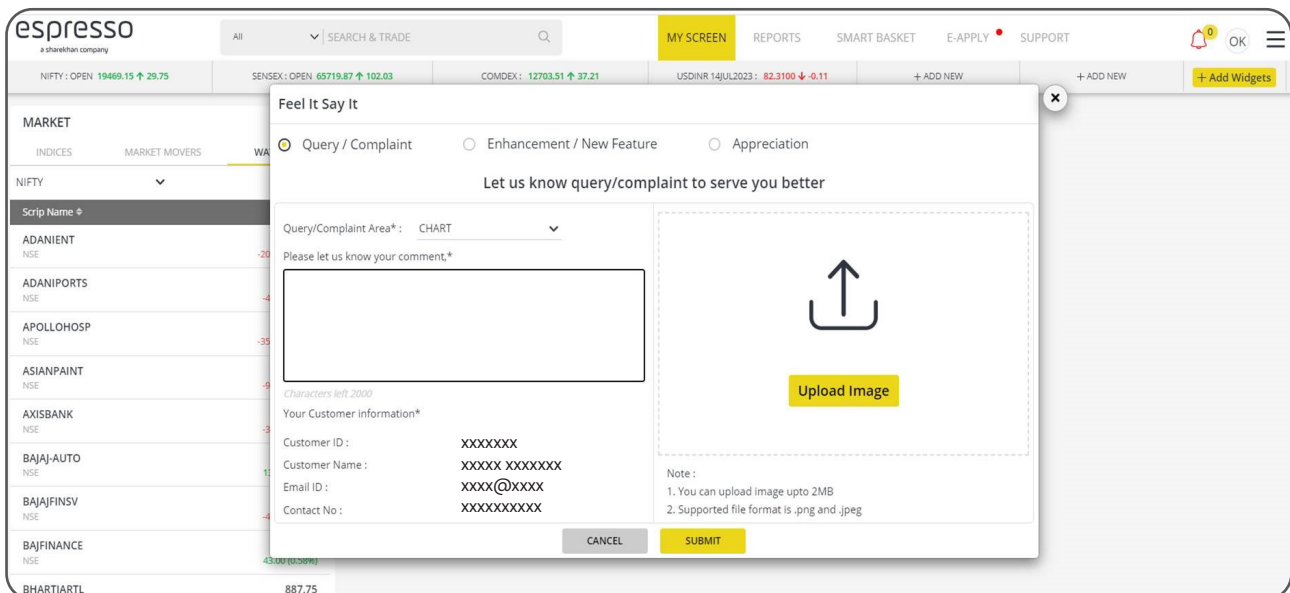
1. Log in to the Espresso website: [www.myespresso.com](http://www.myespresso.com).
2. On the top-right of your screen, you will see the hamburger menu. Click it.
3. From the options that appear, click **Chat**.
4. A window similar to the following will appear. Type in your query/complaint and we'll take it from there:



## Webform Support

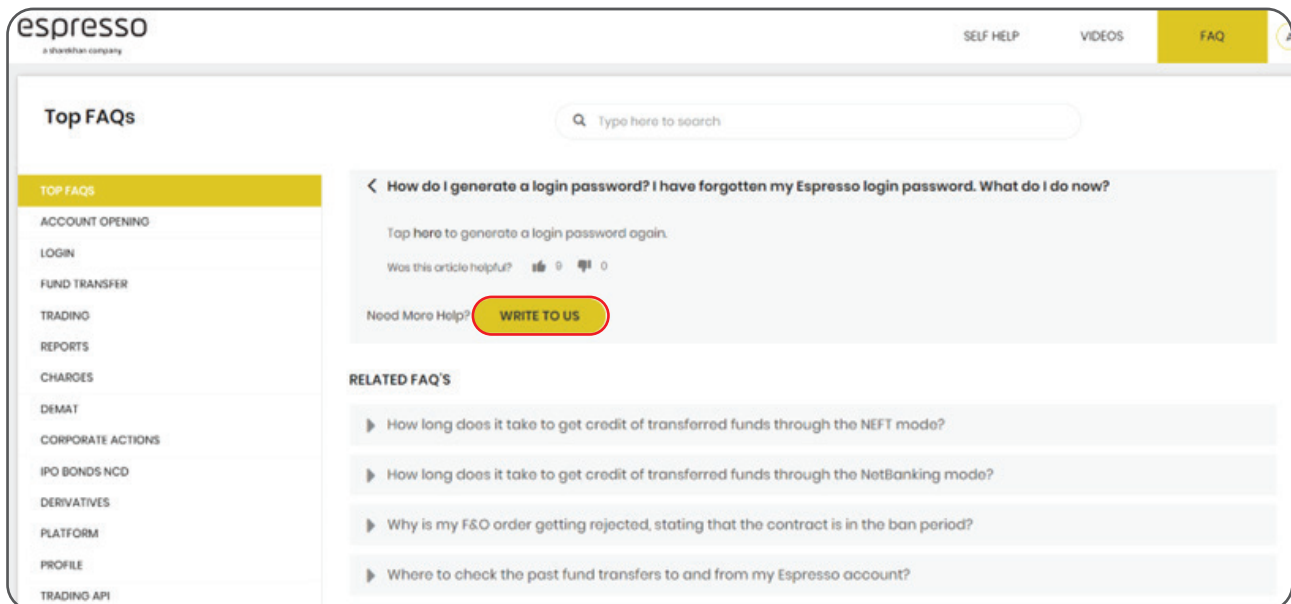
Customers can even fill a webform, as follows:

1. Log in to the Espresso website: [www.myespresso.com](http://www.myespresso.com).
2. On the top-right of your screen, you will see the hamburger menu. Click it.
3. From the options that appear, click **Feel It, Say It**.
4. A window similar to the following will appear. Type in your query/complaint and we'll take it from there:



## Logging Complaints through the FAQ section

1. Log in to the Espresso website (logging in is not mandatory).
2. Hover on **SUPPORT** from the top-right of the screen and click **FAQ's** from the dropdown options.
3. You will land on the following screen. Click **WRITE TO US** from any listed FAQ:



4. Leave a query/complaint on the popup that opens, as follows:

