

Hotline - L0 / CGI

CGI Hotline

Available 24 / 5

Primary Number to dial: 0091-40-67345674

Secondary Number to dial: 0091-80-41941014

Solvay L0 Hotline

Bangkok: +662.610.6314 (7:00 am to 06:00 pm local time)

Curitiba: + 554138833632 (8:00 am to 10:00 pm local time)

Lisbon: +351 218319378 (7:00 am to 06:00 pm local time)

Procedure to use the Hotline

1. L0 to dial the primary number
2. L0 agent will request the status of a P1 / P2 ticket currently existing in CGI queue
3. L1 agent will search for the ticket , go through the status and advise the same to L0 agent
4. L0 may inform that the ticket is urgent and need an immediate status update where L1 will reach out directly to the agent with whom the ticket is and provide an update