

Live Chat Support

Connect with live chat agents for immediate assistance



Live Remote Support

Our agent will take your screen to provide immediate support



Call Support






Get in touch with agents through phone or WhatsApp for query resolution



Email Support

Send us query via email for query resolution

24/7* Support Monday to Friday - 9:30 AM to 3:00 AM (IST) - 18.5 Hrs | Saturday - 10:00 AM to 1:00 AM (IST) - 16 Hrs | Sunday 10:00 AM to 5:00 PM (IST) - 8 Hrs

Level of Escalation	Responsible Person	Designation	Email, WhatsApp and Phone
Level 1	 Agent (Day Shift 0930hrs to 1830hrs IST) (Night shift 1800hrs to 0300hrs IST)	Customer Success Executives	support@volza.com +91 93553 99913
		Customer Success Executives	support1@volza.com +91 76050 57612
If Ticket is not solved in 48 hrs it will be automatically escalated to Level 2			
Level 2	 Mohit Verma	Customer Success Team Lead	mohit.verma@infodriveindia.com +91 93553 12167
If Ticket is not solved in 48 hrs it will be automatically escalated to Level 3			
Level 3 (Data Related)	 Shivani Kaira	Operation & Sales Support Manager	shivani@infodriveindia.com 8588835167
If Ticket is not solved in 48 hrs it will be automatically escalated to Level 4			
Level 4	 Madhulika Saraff	Director https://www.linkedin.com/in/madhulikasaraf https://www.facebook.com/madhulika.losalkasaraf	Director's Office ea@infodriveindia.com 9810307231
If Ticket is not solved in 48 hrs it will be automatically escalated to Level 5			
Level 5	 Raakesh Saraff	MD https://www.linkedin.com/in/rakeshsaraffinfodriveindia https://www.facebook.com/RaakeshSaraff	Director's Office ea@infodriveindia.com 9810307231