

# Escalation Guide

**How to contact GYTPOL's Customer Support and initiate an escalation process.**

To ensure timely and effective resolution of support-related issues, please follow the contact flow outlined below based on your region and time zone.

## Commitment

Our team is committed to providing responsive and efficient assistance during all operating hours. All support tickets will receive a response within 24 hours — with the first available engineer promptly attending to the case.



## Ticketing

All support-related issues must be submitted to [support@gytpol.com](mailto:support@gytpol.com).



## Support Contacts

**US Business Hours** (9:00AM – 6:00PM EST)

Bobby Sams  
⌚ +1 407-402-9239  
✉️ [bobby@gytpol.com](mailto:bobby@gytpol.com)

**EMEA Business Hours** (9:00AM – 6:00PM GMT+2)

Inbal Pearlson  
⌚ +972 523867164  
✉️ [inbal@gytpol.com](mailto:inbal@gytpol.com)

## Escalation path

If your issue requires urgent attention beyond the standard support process or has not been addressed within a reasonable timeframe, please escalate as follows:

## Escalation Contact

**Mor Bikovsky**  
⌚ +972 522525918  
✉️ [mor@gytpol.com](mailto:mor@gytpol.com)

## Escalation Reporting

**For critical issues, please ensure you include:**

- A clear description of the problem
- Impacted systems or users
- Relevant logs or screenshots (if applicable)
- Steps already taken to resolve