Freshservice End User FAQ – Legal Department

This FAQ is customized for common service requests and incidents related to the department. It is aligned with ITIL practices to support effective service delivery and user satisfaction.

## How do I request a contract review?

Use the 'Contract Review' service request form under the Legal section. Attach the document and include relevant background.

## Where do I submit a compliance-related question?

Submit a general Service Request titled 'Compliance Inquiry'. A member of the Legal team will follow up with next steps.

## How are legal requests handled securely?

Legal tickets are visible only to approved members of the Legal department. Sensitive documents are protected under strict access control policies.

## How long does a legal review take?

Turnaround depends on the complexity of the matter. You will be updated through Freshservice if more information or time is required.

## What should I do for urgent legal requests?

Submit a High Priority ticket and notify the Legal department directly using the escalation procedures listed in the portal.