

SOP Template: Technical Support and Troubleshooting Steps

This SOP outlines the process for providing **technical support and troubleshooting steps**, including receiving and documenting support requests, diagnosing technical issues, applying standard troubleshooting techniques, escalating complex problems to specialized teams, and ensuring timely resolution and customer satisfaction. The goal is to deliver efficient and effective technical assistance to minimize downtime and enhance user experience.

1. Purpose

To standardize and streamline the process for providing technical support, ensuring prompt and accurate resolution of user issues, and maintaining high customer satisfaction.

2. Scope

This SOP applies to all technical support staff handling IT-related support requests from internal or external users.

3. Responsibilities

- **Support Staff:** Receive and document requests, perform initial troubleshooting, update users.
- **Team Lead/Manager:** Monitor escalations, ensure adherence to SOP, review feedback and resolution quality.
- **Specialized Teams:** Handle advanced or escalated technical issues.

4. Procedure

- 1. Receiving Support Requests**
 - Accept tickets via email, phone, chat, or service desk system.
 - Gather essential details: user's name, contact, issue description, urgency, and relevant screenshots/logs if any.
 - Acknowledge receipt of request within the defined SLA (e.g., 30 minutes).
- 2. Documenting Requests**
 - Log all requests in the ticketing system.
 - Assign priority level based on impact and urgency.
 - Record updates and actions throughout the troubleshooting process.
- 3. Diagnosing Issues**
 - Verify and reproduce the reported problem where applicable.
 - Consult knowledge base and support documentation for known solutions.
 - Identify root cause using diagnostic tools as necessary.
- 4. Troubleshooting Steps**
 - Apply standard troubleshooting procedures relevant to the issue category (hardware, software, network, etc.).
 - If resolved, document the fix and communicate with the user.
 - If unresolved, proceed to escalation.
- 5. Escalation**
 - Escalate to specialized teams per escalation matrix if the issue is beyond initial support capabilities.
 - Provide all collected information, steps attempted, and relevant logs.
 - Update ticket status and inform the user about the escalation.
- 6. Resolution & Follow-up**
 - Upon resolution, communicate the solution and verify user satisfaction.
 - Close the ticket after confirmation from user or after stipulated time if no user response.
 - Request user feedback for continuous improvement.

5. Documentation & Reporting

- Maintain accurate logs of all support interactions.
- Report recurring issues to management and suggest preventive actions.

6. Escalation Matrix (Example)

Priority	Time to Escalate	Escalate to	Notes
Critical (P1)	Immediately	Level 2/3 Support	System outages, data loss

High (P2)	Within 1 hour	Supervisor	Major function affected
Medium (P3)	Within 4 hours	Next shift/Lead	Workaround exists
Low (P4)	Within 1 business day	Internal review	Minor inconvenience

7. References

- Knowledge base articles
- Service level agreements (SLAs)
- Company IT policies

8. Revision History

Version	Date	Description	Author
1.0	2024-06-14	Initial release	Support Team Lead