

# SOP Template: Onsite Technical Support Dispatch Protocol

This SOP details the **onsite technical support dispatch protocol**, covering the process for receiving support requests, prioritizing issues based on urgency and impact, assigning technicians, coordinating onsite visits, ensuring proper documentation, and maintaining communication with clients. The objective is to provide efficient and timely technical assistance, minimize downtime, and enhance customer satisfaction through structured and responsive support operations.

## 1. Purpose

To outline standardized procedures for dispatching onsite technical support personnel in response to client requests, ensuring efficient issue resolution and optimal customer satisfaction.

## 2. Scope

This SOP applies to all technical support staff, dispatch coordinators, and client service representatives responsible for handling onsite support requests.

## 3. Responsibilities

- **Support Desk:** Receives and logs initial support requests.
- **Dispatch Coordinator:** Prioritizes issues, assigns technicians, and schedules visits.
- **Technicians:** Execute onsite support, document work performed, and report findings.
- **Client Service Manager:** Monitors protocol adherence and addresses escalations.

## 4. Procedure

1. **Receiving Support Requests:**
  - Requests received via phone, email, portal, or ticketing system.
  - All requests logged with timestamp, client details, and issue description.
2. **Issue Prioritization:**
  - Assess urgency and impact using pre-defined criteria (e.g., service outage, security risk).
  - Assign priority level: Critical, High, Medium, Low.
3. **Assigning Technicians:**
  - Dispatch coordinator assigns cases based on skill set, availability, and proximity.
  - Technician notified with all relevant details.
4. **Coordinating Onsite Visit:**
  - Schedule visit with client; confirm contact details, location, and access requirements.
  - Update ticket with scheduled time and expected resolution window.
5. **Onsite Support Execution:**
  - Technician performs troubleshooting and resolves issues onsite.
  - Obtain client acknowledgement/sign-off where applicable.
6. **Documentation:**
  - Record actions taken, parts used, and final outcome in the ticketing system.
  - Attach photos or service forms if necessary.
7. **Communication:**

- Keep client informed of technician ETA, progress, and resolution status.
  - Follow up post-service for feedback or further support needs.
8. **Closure and Review:**
- Ticket closed upon resolution confirmation.
  - Review case for adherence to SLA and opportunities for process improvement.

## 5. Priority Levels Example

Priority	Description	Response Time
Critical	Major system outage or security risk, multiple users impacted	Within 2 hours
High	Individual user unable to work or minor system outage	Same day
Medium	Intermittent issues, workaround available	Within 2 business days
Low	General queries, low-impact requests	Within 5 business days

## 6. Documentation Requirements

- Support ticket number and timestamps
- Detailed description of issue and steps taken
- Parts/equipment used or replaced
- Client acknowledgement/sign-off where required

## 7. Communication Guidelines

- Proactive ETA notification and updates for delays
- Clear escalation process for unresolved issues
- Post-service feedback solicitation

## 8. Revision History

Version	Date	Description	Author
1.0	2024-06-21	Initial SOP creation	Support Operations Lead