

SOP: Ticket Assignment to Appropriate Support Personnel

This SOP details the process for **ticket assignment to appropriate support personnel**, ensuring efficient and accurate distribution of support requests. It covers criteria for prioritizing and categorizing tickets, guidelines for matching ticket issues with the expertise of support staff, steps for updating ticket statuses, and protocols for escalations and follow-ups. The goal is to optimize support resolution times and enhance customer satisfaction by systematically directing tickets to the most qualified personnel.

1. Scope

This SOP applies to all service desk and support staff involved in triaging, assigning, and resolving customer support tickets.

2. Responsibilities

- **Service Desk / Triage Agents:** Initial review, categorization, prioritization, and assignment of tickets.
- **Support Personnel:** Timely resolution and communication regarding assigned tickets.
- **Supervisors/Team Leads:** Oversee assignment accuracy, handle escalations, ensure SLA compliance.

3. Procedure

1. **Ticket Reception**
 - Receive support ticket via designated ticketing system.
 - Verify ticket information is complete (contact details, description, urgency).
2. **Ticket Categorization**
 - Assign category/type (e.g., Software Issue, Hardware Issue, Access Request, etc.).
 - Set priority (Low, Medium, High, Critical) based on impact and urgency.
3. **Matching and Assignment**
 - Identify most suitable support personnel based on:
 - Expertise & experience relevant to ticket type.
 - Current workload and availability.
 - Assign ticket to the selected support personnel in the system.
4. **Update Ticket Status**
 - Change status to "Assigned" and notify assignee.
 - Add assignment comments or internal notes as needed.
5. **Escalation and Follow-up**
 - Escalate unresolved or critical tickets according to escalation matrix.
 - Update ticket status to reflect escalation.
 - Send periodic follow-ups for pending resolutions.

4. Criteria for Assignment

- Ticket complexity and required skill set.
- Available resources and current workload distribution.
- SLA (Service Level Agreement) requirements.

5. Documentation & Tracking

- Ensure all assignment actions and status changes are logged in the ticketing system.
- Maintain audit trails for all ticket activities.

Note: Review and adjust assignment procedures periodically to ensure continued efficiency and alignment with support

objectives.