

# SOP: Procedures for Handling Technical Support Requests

## Purpose

This SOP defines **procedures for handling technical support requests**, covering the process of receiving, prioritizing, and categorizing support tickets, providing timely and accurate responses, escalating complex issues to specialized teams, documenting solutions and user interactions, and ensuring effective communication with end-users. The purpose is to enhance the efficiency and quality of technical support services, ensuring prompt resolution of user issues and maintaining high customer satisfaction.

## Scope

This SOP applies to all technical support staff involved in the resolution of user-submitted support tickets, regardless of channel (email, phone, portal, or chat).

## Responsibilities

- **Support Agents:** Receive, prioritize, resolve, and document support tickets.
- **Support Team Leader:** Oversee ticket workflow, ensure quality responses, and manage escalations.
- **Specialized Teams:** Handle escalated and complex tickets beyond Level 1 support.

## Procedure

1. **Receiving Support Requests**
  - Monitor all support channels (email, portal, chat, phone) continuously during business hours.
  - Log all received requests in the centralized ticketing system.
2. **Ticket Validation and Acknowledgment**
  - Verify completeness of the request (user details, issue description, urgency).
  - Send automated or manual acknowledgment to the user within 15 minutes of receipt.
3. **Prioritization & Categorization**
  - Categorize the ticket (e.g., Hardware, Software, Network, Account Access).
  - Assign priority (Critical, High, Medium, Low) based on defined criteria:

Priority	Description	Typical Response Time
Critical	System/service down, widespread impact	15 min
High	Major functionality lost, multiple users affected	1 hour
Medium	Individual user issue, work-around possible	4 hours
Low	Informational/request, minimal impact	8 hours

4. **Troubleshooting & Response**
  - Assign the ticket to an available support agent.
  - Begin troubleshooting following knowledge base articles and defined procedures.
  - Communicate next steps to the user within the target response time for the assigned priority.
5. **Escalation Process**
  - If unable to resolve within the set timeframe or if complexity increases, escalate based on escalation matrix.
  - Notify user about the escalation and provide estimated timelines.
6. **Documentation**
  - Maintain detailed records of troubleshooting steps, communications, and final resolution in the ticket system.
  - Update or create internal knowledge base articles as necessary.
7. **Closure and Feedback**
  - Confirm resolution with the user; obtain feedback if possible.

- Mark the ticket as closed in the system.

## Related Documents

- Support Escalation Matrix
- Knowledge Base Usage Guide
- Customer Communication Policy

## Revision History

Version	Date	Description	Author
1.0	2024-06-15	Initial Template	Support Lead