

# SOP: Service Request Fulfillment Process

This SOP details the **service request fulfillment process**, covering the steps for receiving, verifying, prioritizing, and processing service requests efficiently. It includes guidelines for communication with customers, handling escalation protocols, assigning tasks to appropriate teams, tracking progress, ensuring quality control, and confirming request completion. The objective is to provide a consistent, timely, and effective response to all service requests to enhance customer satisfaction and operational efficiency.

## 1. Purpose

To establish a standardized process for the fulfillment of service requests and ensure timely, high-quality service delivery.

## 2. Scope

This SOP applies to all staff involved in receiving, processing, and resolving service requests from customers or internal stakeholders.

## 3. Responsibility

- **Service Desk/Support Team:** Receive, classify, and assign requests.
- **Fulfillment Teams:** Execute the required service actions.
- **Supervisors/Managers:** Oversee process adherence, handle escalations, and ensure quality.

## 4. Process Steps

1. **Receive Service Request**
  - Accept request via designated channels (portal, email, phone, etc.).
  - Record request details in the service management system.
2. **Verify and Categorize**
  - Review request for completeness and clarity.
  - Classify type (standard, urgent, etc.) and assign priority based on impact and urgency.
3. **Assign to Appropriate Team**
  - Allocate request to responsible team/individual based on category and workload.
  - Notify assigned parties of new request.
4. **Communicate with Customer**
  - Acknowledge receipt of request.
  - Provide estimated resolution time and any required follow-up information.
5. **Fulfill Request**
  - Perform requested service per documented procedures.
  - Engage customer if clarification or further input is needed.
6. **Monitor and Track Progress**
  - Update request status at each stage.
  - Monitor aging requests and remind assignees of overdue tasks.
7. **Escalation (if necessary)**
  - Refer unresolved or high-priority requests to higher support tiers or supervisors as per escalation protocol.
8. **Quality Control**
  - Review completed work for accuracy and completeness before closing.
  - Ensure customer requirements are met.
9. **Confirm Completion and Close Request**
  - Notify customer of service completion and confirm satisfaction.
  - Document solution/work performed.
  - Officially close request in system.

## 5. Communication Guidelines

- Maintain clear, professional, and timely communication throughout the process.
- Provide regular status updates to customers for in-progress requests.
- Escalate and communicate delays or changes in expected resolution times promptly.

## 6. Escalation Protocol

Escalation Level	Criteria	Action
Level 1	Standard fulfillment delays or customer follow-up	Notify team lead, expedite resolution
Level 2	Complex requests or repeated delays	Escalate to supervisor/manager
Level 3	Critical business impact, VIP customers	Inform senior management, allocate dedicated resources

## 7. Records and Documentation

- All requests and actions taken must be documented in the service management system.
- Maintain logs for audits and continual process improvement.

## 8. Review and Continuous Improvement

- Review process performance regularly via KPIs (e.g., fulfillment time, customer satisfaction).
- Update SOP based on feedback and lessons learned.

Approval: \_\_\_\_\_

Date: \_\_\_\_\_