

SOP Template: Ticket Closure Verification and User Feedback Collection

This SOP details the process for **ticket closure verification and user feedback collection**, ensuring that resolved issues are properly confirmed with users before final closure. It includes steps for verifying solution effectiveness, communicating with users to validate resolution, collecting user feedback to assess satisfaction, documenting feedback for continuous improvement, and maintaining records for quality assurance. The objective is to enhance service quality, improve user experience, and ensure accountability in ticket management workflows.

1. Purpose

To establish a standardized process for verifying ticket resolution and collecting user feedback prior to ticket closure, ensuring continuous service improvement and user satisfaction.

2. Scope

This SOP applies to all support personnel responsible for handling and closing user-reported support tickets within the organization.

3. Procedure

- 1. Verify Solution Implementation**
Confirm that all troubleshooting steps have been performed and the documented solution is applied fully.
- 2. Contact User for Resolution Confirmation**
Notify the user (via email, ticketing system, or phone) that the issue has been addressed. Request explicit confirmation that the reported problem is resolved to their satisfaction.
- 3. Collect User Feedback**
Provide the user with a quick survey or feedback form regarding their experience, solution effectiveness, and overall satisfaction.
- 4. Document User Confirmation and Feedback**
Record user confirmation and feedback in the ticketing system, noting any comments, suggestions, or dissatisfaction.
- 5. Ticket Closure**
Upon satisfactory user response and documented feedback, formally mark the ticket as closed in the system.
- 6. Continuous Improvement & Record Keeping**
Periodically review collected feedback for trend analysis and improvement opportunities. Ensure records are maintained for audit and quality assurance purposes.

4. Responsibilities

Role	Responsibility
Support Agent	Execute verification, communicate with users, collect and record feedback, close ticket.
Support Supervisor	Monitor ticket closures, review feedback for quality assurance, implement improvements where necessary.
Quality Assurance Team	Audit records, analyze trends, and ensure compliance with SOP.

5. Documentation & Record Retention

- All closure confirmations and user feedback should be attached to the corresponding ticket.
- Feedback data should be stored securely and retained according to organizational data retention policy.

6. Continuous Improvement

- Review feedback periodically to identify service improvement opportunities.
- Update SOP as required based on feedback trends and audit findings.