

# Standard Operating Procedure (SOP)

## Technical Support Record-Keeping and Performance Reporting

This SOP details the procedures for **technical support record-keeping and performance reporting**, including systematic documentation of support requests, tracking resolution timelines, monitoring technician performance, maintaining customer interaction logs, generating periodic performance reports, and utilizing data for continuous service improvement. The objective is to ensure accurate and efficient management of technical support operations, enhancing accountability and service quality.

### 1. Scope

This SOP applies to all technical support staff and supervisors involved in the documentation, monitoring, and reporting of support activities.

### 2. Responsibilities

- **Technical Support Staff:** Accurately document support requests and resolutions, maintain up-to-date customer interaction logs.
- **Supervisors/Managers:** Monitor records, aggregate performance data, generate and review periodic performance reports, initiate service improvements.

### 3. Procedure

#### 1. Documentation of Support Requests

- Log all incoming support requests in the ticketing system.
- Record details: date/time, customer name, contact info, issue description, assigned technician.

#### 2. Tracking Resolution Timelines

- Update ticket status throughout the issue lifecycle: Open, In Progress, Resolved, Closed.
- Log significant actions and timestamps for traceability.

#### 3. Monitoring Technician Performance

- Track each technician's ticket volume, resolution rates, and response times using the ticketing system reports.

#### 4. Customer Interaction Logs

- Maintain comprehensive logs of all communications (calls, emails, chats) with each customer.

#### 5. Generating Periodic Performance Reports

- Compile weekly/monthly reports summarizing KPIs such as ticket count, average resolution time, and customer satisfaction ratings.
- Highlight trends, recurring issues, and opportunities for improvement.

#### 6. Continuous Improvement

- Review reports in team meetings to identify areas for training or process refinement.
- Document improvement initiatives and track their outcomes.

### 4. Documentation and Records

Record	Responsible	Location	Retention Period
Support Request Tickets	Technical Support Staff	Ticketing System	2 years
Customer Interaction Logs	Technical Support Staff	CRM / Ticketing System	2 years
Performance Reports	Supervisors/Managers	Shared Drive / Reporting Tool	5 years
Improvement Action Records	Supervisors/Managers	Improvement Log	5 years

## **5. Review and Update**

This SOP will be reviewed annually by the technical support management team and updated as necessary to reflect process changes or improvements.