

SOP: End-of-Ticket Closure Verification and User Satisfaction Surveys

This SOP details the process for **end-of-ticket closure verification and user satisfaction surveys**, ensuring all service requests are accurately resolved and formally closed. It includes steps for verifying ticket completion, obtaining user confirmation, conducting satisfaction surveys to gather feedback, and documenting results to improve service quality and customer experience. The procedure aims to enhance accountability, track resolution effectiveness, and support continuous improvement in service delivery.

1. Purpose

To establish a standardized process for verifying the completion of service requests, collecting user confirmation, distributing satisfaction surveys, and documenting feedback for analysis and service improvement.

2. Scope

Applies to all helpdesk/service tickets raised by end-users and managed by the IT/service support team.

3. Responsibilities

- **Service Desk Agents:** Ensure tickets are resolved, verified, and appropriately closed.
- **End Users:** Confirm resolution and provide feedback via surveys.
- **Service Desk Supervisor:** Review satisfaction survey results, monitor trends, and recommend improvements.

4. Procedure

1. **Verification of Ticket Completion**
 - Agent reviews ticket notes and tasks to ensure all issues are addressed.
 - Confirm that resolution steps comply with standard procedures.
 - Document actions taken in the ticketing system.
2. **User Confirmation**
 - Contact the user (email or call) to confirm that the issue has been resolved to their satisfaction.
 - Record user's confirmation in the ticket (attach email confirmation or note call details).
3. **Closure of Ticket**
 - If user confirms successful resolution, formally close the ticket in the system.
 - If user disagrees or issue persists, continue troubleshooting until resolved.
4. **User Satisfaction Survey**
 - Automatically or manually send a brief satisfaction survey to the user after ticket closure.
 - Survey should cover satisfaction level, timeliness, professionalism, and additional comments.
5. **Feedback Collection and Documentation**
 - Survey responses are recorded in the survey tool or ticketing system.
 - Service Desk Supervisor reviews responses weekly or monthly to identify trends.
 - Areas for improvement are discussed in team meetings and action plans are created as needed.

5. User Satisfaction Survey Sample

Question	Response Scale
How satisfied are you with the resolution of your issue?	Very Satisfied / Satisfied / Neutral / Dissatisfied / Very Dissatisfied
How would you rate the timeliness of the solution?	Excellent / Good / Fair / Poor
How professional was your service desk agent?	Excellent / Good / Fair / Poor
Additional comments or suggestions	Free text

6. Documentation & Record Keeping

- All ticket verifications, user confirmations, and survey results should be stored in the ticketing or service management system for auditing and review.
- Records to be retained according to company policy (usually for 12-24 months).

7. Continuous Improvement

- Review survey data and root cause of dissatisfaction regularly.
- Implement changes to processes or training based on feedback.
- Monitor for ongoing improvement in user satisfaction and ticket resolution effectiveness.

8. Revision History

Date	Version	Description
2024-06-30	1.0	Initial SOP Creation