

HELP DESK SOP →

Procedure	<p>1. Ticket Logging: Record all user issues in the help desk ticketing system. Include details such as the user's name, contact information, and a description of the issue.</p> <p>2. Ticket Prioritization: Assign priority levels based on the severity and impact of the issue. Use predefined criteria to categorize tickets (e.g., critical, high, medium, low).</p> <p>3. Initial Diagnosis: Perform initial troubleshooting steps to diagnose the issue. Gather relevant information and determine the root cause.</p> <p>4. Ticket Assignment: Assign tickets to the appropriate technician or support team based on their expertise and workload. Ensure tickets are addressed promptly.</p> <p>5. Resolution and Closure: Resolve the issue according to standard procedures. Document the solution in the ticketing system and close the ticket once the user confirms resolution.</p> <p>6. Follow-Up: Conduct follow-up calls or emails to ensure the user is satisfied with the resolution. Reopen the ticket if additional issues are reported.</p> <p>7. Escalation Procedures: Escalate unresolved or complex issues to higher-level support teams or managers. Provide detailed documentation of all troubleshooting steps taken.</p> <p>8. Knowledge Base Maintenance: Update and maintain a knowledge base of common issues and solutions. Use this resource to improve efficiency and reduce resolution times.</p>
Review and Updates	This SOP will be reviewed annually and updated as necessary.
Contact Information	For questions or further information, contact: Help Desk Manager: [Manager's Name] Email: [Manager's Email] Phone: [Manager's Phone Number]



It Help Desk Procedures Manual

Clemens Wendtner



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