

# HELP DESK SOP →

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



# Help Desk Procedure Manual Template

**ML Morrison**



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*Microsoft System Center Designing Orchestrator Runbooks* David Ziemnicki,Aaron Cushner,Andreas Rynes,Mitch Tulloch,2013-09-15 Part of a series of specialized guides on System Center this book delivers a focused drilldown into

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