

# HELP DESK SOP →

<b>Procedure</b>	<p>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.</p> <p>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).</p> <p>3. <b>Initial Diagnosis:</b> Perform initial troubleshooting steps to diagnose the issue. Gather relevant information and determine the root cause.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>
<b>Review and Updates</b>	This SOP will be reviewed annually and updated as necessary.
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# Help Desk Procedure Manual Template

**TD Snyder**



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