



Standard Operating Procedure



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Resolving a Customer Inquiry

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Purpose

This document provides standard guidelines for interactions with customers who are requesting support.

Scope

This document offers guidance to Level 1 technical customer service providers as they resolve customer inquiries through the customer service portal.

Procedure steps

Follow these steps:

1. Answer the incoming call using the standard greeting script.
2. Gather information from the customer regarding the issue.
3. Troubleshoot the issue using standard troubleshooting guidelines.
4. Document the resolution details or escalate the ticket to Level 2 technicians.

Resources

Please see the attached documents:

- *Standard greeting scripts*
- *Troubleshooting guidelines*
- *Documentation examples*