Ticket System Protocol

1. Ticket Reception and Logging

1.1 New Ticket Creation:

- Log the ticket in the support system's app
- Record the following details:
    - **Customer Details:** Name, Contact Information, Account/Customer ID.
    - **Issue Summary:** Brief description of the problem.
    - **Supporting Documentation:** Attach any screenshots, logs, or files provided by the customer.
    - **Date and Time:** Automatically or manually record when the ticket was submitted.

1.2 Acknowledgment:

- Send an automated acknowledgment email or message within 5 minutes, containing:
    - Ticket ID.
    - Expected response time (e.g., "We aim to respond within 24 hours").
    - Contact details for urgent follow-ups.

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2. Initial Assessment and Categorization

2.1 Categorization:

- Assign the ticket to one of the predefined categories (e.g., Technical Issue, Billing Inquiry, Feature Request).
- Determine urgency using predefined criteria:
    - **High Priority:** Service outage or critical functionality is affected.
    - **Medium Priority:** Minor functionality issues or recurring errors.
    - **Low Priority:** General inquiries or informational requests.

2.2 Assign Responsibility:

- Route the ticket to the appropriate team or individual based on:
    - **Specialization:** (e.g., Network Team, Billing Team).
    - **Availability:** Ensure balanced workloads.
    - **Escalation Path:** Direct high-priority tickets to senior staff.

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3. Investigation and Resolution

3.1 Information Gathering:

- Review the ticket description and any attached documentation.
- Contact the customer (via email, phone, or chat) if further details are needed. Examples include:
    - Steps to reproduce the issue.
    - Recent changes to their system or environment.
    - Expected versus actual outcomes.

3.2 Diagnose and Analyze:

- Use available tools (e.g., diagnostic logs, monitoring systems) to investigate the issue.
- Reference internal resources like knowledge bases or past tickets for similar issues.
- Consult with other teams if the issue involves multiple areas of expertise.

3.3 Provide a Resolution:

- Implement the fix or workaround, adhering to best practices and minimizing impact.
- Document the resolution steps clearly in the ticket.
- For unresolved or escalated issues, provide a detailed status update to the customer, including next steps and timelines.

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4. Communication with the Customer

4.1 Provide Regular Updates:

- Set a communication cadence for unresolved tickets (e.g., updates every 24 hours).
- Notify the customer of any changes in timelines or resolutions.

4.2 Confirm Resolution:

- Once the issue is resolved, inform the customer and summarize the actions taken.
- Request confirmation of resolution. If the customer does not respond within a defined period (e.g., 3 days), proceed to closure.

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5. Ticket Closure and Feedback

5.1 Close the Ticket:

- Verify that the resolution was delivered and the customer is satisfied.
- Mark the ticket as “Resolved” or “Closed” in the system.
- Include a detailed summary for recordkeeping:

- Problem Description.
- Steps Taken.
- Final Outcome.

5.2 Request Customer Feedback:

- Send a post-resolution survey or feedback form with questions such as:
  - Was the issue resolved to your satisfaction?
  - How would you rate the overall support experience?
  - Any suggestions for improvement?

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6. Continuous Improvement

6.1 Trend Analysis:

- Regularly review ticket data to identify:
  - Recurring issues.
  - Common delays in resolution.
  - Gaps in knowledge or training.

6.2 Update Resources:

- Use insights from closed tickets to improve internal resources:
  - Expand the knowledge base with detailed articles.
  - Update FAQs to address common queries.

6.3 Team Training:

- Conduct regular training sessions to address observed weaknesses.
- Share best practices for handling complex or sensitive tickets.

Performance Metrics and Reporting

To ensure accountability and quality, track these key metrics:

- **First Response Time:** Average time to acknowledge a ticket.
- **Resolution Time:** Time taken to resolve tickets by priority.
- **Customer Satisfaction Score (CSAT):** Based on post-resolution surveys.
- **Reopened Tickets:** Percentage of tickets reopened due to incomplete resolutions.