Support Engagement/Interactions

1.0 Overview

This document outlines the Standard Operating Procedures (SOPs) for performing support engagements/interactions. These procedures are designed to ensure that support engagements/interactions are conducted in a consistent and effective manner, resulting in high-quality customer experiences.

2.0 Purpose

The purpose of this procedure is to understand the clients' needs, review the customer's request or problem and understand the issue they are experiencing. Collect any relevant information, such as customer account information, system configuration, and other details that may be needed to resolve the issue. Prepare solutions: Research and prepare solutions to the issue and have them ready to present to the customer.

3.0 Scope

These procedures apply to all members who have interactions with others.

4.0 Procedures

Introduction: Introduce yourself and your role and explain the purpose of the interaction.

Active listening: Listen actively to the customer's description of the issue, and confirm your understanding of the problem.

Empathy: Show empathy and understanding for the customer's frustration or concern.

Clear communication: Use clear and concise language to explain the solutions, and check for the customer's understanding and agreement before proceeding.

Problem solving

Troubleshooting: Use troubleshooting techniques to identify the root cause of the problem.

Solution presentation: Present the solutions you prepared, and explain the benefits and potential drawbacks of each.

Collaborative problem-solving: Work with the customer to determine the best solution for their specific situation.

Escalation: If necessary, escalate the issue to a higher level of support or management.

Follow-up

Resolution confirmation: Confirm with the customer that the issue has been resolved to their satisfaction.

Documentation: Document the issue and solution in the appropriate system.

Follow-up communication: Follow up with the customer to ensure the issue has not recurred and to address any additional concerns.