

ABC Atlas - Product FAQ & Support SOP

ABC Company - Internal Policy Document

| Field | Value |
|----------------|------------------|
| Document ID | ABC-POL-697 |
| Version | 1.0 |
| Effective Date | 01 Jan 2026 |
| Owner | Customer Support |
| Review Cycle | Annual |
| Approved By | HR & Compliance |

This document outlines company policies and procedures for ABC employees and contractors. It is intended for internal reference. If you have questions, contact the document owner.

1. Overview: ABC Atlas (Product)

ABC Atlas is a fictional SaaS platform used in this assessment to demonstrate Retrieval-Augmented Generation (RAG). The product enables teams to track internal requests, approvals, and knowledge articles.

- Target users: Operations and Support teams
- Core modules: Requests, Approvals, Knowledge Base, Analytics
- Support channels: email, portal, and in-app chat

2. Frequently Asked Questions

- **Q:** How do I reset my password? **A:** Use 'Forgot Password' on the login page. MFA verification is required.
- **Q:** How long are audit logs retained? **A:** 180 days in standard plan; 365 days in enterprise plan.
- **Q:** Can I export reports? **A:** Yes. Analytics exports are available in CSV and PDF formats.
- **Q:** Does Atlas support SSO? **A:** Yes, SAML 2.0 SSO is supported on enterprise plan.

3. Support Levels & SLAs

Support SLAs apply during business hours (Mon-Fri, 10:00-18:00 IST), excluding holidays.

| Priority | Examples | First Response SLA | Target Resolution |
|---------------|------------------------|--------------------|-------------------|
| P1 - Critical | Outage, data loss risk | 1 hour | 8 hours |
| P2 - High | Major feature broken | 4 hours | 2 business days |
| P3 - Medium | Non-blocking issue | 1 business day | 5 business days |
| P4 - Low | How-to questions | 2 business days | 10 business days |

4. Troubleshooting Checklist

- Confirm user identity and tenant/workspace
- Reproduce issue and capture exact error message
- Check status page for incidents and maintenance windows

- Collect logs: request ID, timestamp, browser/app version, and screenshots
- Try safe remediation: cache clear, re-login, role re-sync

5. Escalation Matrix

- Tier 1: Support Agent - triage, known issues, basic fixes
- Tier 2: Support Engineer - deeper investigation, log analysis
- Tier 3: Product/Engineering - bugs, outages, data issues
- Security escalation: security@abc.example for suspected breaches

6. Sample Knowledge Article Format

Title: *How to Enable SSO (SAML 2.0)*

Audience: IT Admins

Steps: Navigate to Admin -> Security -> SSO, upload IdP metadata, map attributes, test login, then enforce SSO.

Rollback: Disable 'Enforce SSO' and notify users of temporary password login.