

Standard Operating Procedure (SOP): Field Technical Support Visit Management – Samsung Hellas

Document Control

Document Title: Field Technical Support Visit Management

Document Number: SOP-TS-005

Owner: Head of Technical Services, Samsung Hellas

Approval Authority: Technical Services Governance Committee

Review Frequency: Annually

Effective Date: 2024-04-01

Version: 1.0

Version History

Version	Date	Author	Description/Change Details
1.0	2024-04-01	I. Economou	Initial Release

Purpose

To standardize and optimize the process of scheduling, executing, and closing out field technical support visits for Samsung Hellas customers, ensuring high service quality, compliance, and customer satisfaction.

Scope

This SOP applies to all Samsung Hellas field technicians, dispatch teams, and customer support staff responding to service requests at customer premises for eligible Samsung products (appliances, large TVs, air conditioners, etc.) throughout Greece.

References

- [Samsung Hellas Service Policy]
- [Customer Service Management (CSM) System Manual]
- [Health & Safety Guidelines for Field Staff]
- [GDPR/Data Privacy Policy]
- [Customer Satisfaction Charter]

Definitions

- Field Service Visit:** An on-site technical inspection or repair appointment at the customer’s location.
- Dispatch Team:** Coordination unit responsible for scheduling and routing field technicians.
- Service Report:** Official documentation of work performed and customer sign-off.

Roles & Responsibilities

Role	Responsibility
Customer Service Agent	Request intake, eligibility screen, communication, escalation
Dispatch Coordinator	Scheduling, technician assignment, logistics coordination
Field Technician	On-site assessment, repair, customer education, documentation
Technical Lead	Escalation support, quality control, troubleshooting guidance
Quality & HSE Auditor	Random inspections for safety and compliance

Procedure

1. Service Request Intake

- Step 1.1:** Customer submits support request through hotline, online portal, or via retailer.

•**Step 1.2:** Customer Service Agent verifies:

- Product eligibility (within warranty or paid visit)
- Customer details and service address
- Issue description and urgency

•**Step 1.3:** Assigns Service Request (SR) number in the Customer Service Management (CSM) system.

2. Scheduling & Preparation

•**Step 2.1:** Dispatch Coordinator reviews SR, checks technician availability, and schedules an appointment slot in coordination with the customer.

•**Step 2.2:** Details entered in CSM; automatic notification sent to assigned technician and customer (SMS/email/phone).

•**Step 2.3:** Technician reviews case, confirms required spare parts/tools are available, and prepares service vehicle accordingly.

3. Pre-Visit Confirmation

•**Step 3.1:** Technician/agent contacts customer 24 hours prior to appointment to confirm timing and access details.

•**Step 3.2:** Requests customer to prepare product and a clear work area; reminds about safety procedures (e.g., pets, children, ventilation if needed).

4. On-Site Service Delivery

•**Step 4.1:** Technician arrives at site within agreed window, displays Samsung ID, and greets customer professionally.

•**Step 4.2:** Conducts health & safety assessment before work (slippery floors, electrical hazards, etc.).

•**Step 4.3:** Diagnoses issue per company service protocols; performs repair, replacement, or escalation as appropriate.

•**Step 4.4:** Educates customer on product care, demonstrates issue resolution if possible.

•**Step 4.5:** Records findings, work completed, parts used, and customer feedback in the Service Report (digital/paper).

•**Step 4.6:** Secures customer's digital or written signature acknowledging service completion.

5. Escalation & Exception Handling

- Step 5.1:** If problem cannot be resolved on-site (complex repair, unavailable parts), technician escalates to Technical Lead and arranges follow-up visit.
- Step 5.2:** For safety concerns or property damage, completes incident form and notifies Quality & HSE Auditor immediately.
- Step 5.3:** Any customer disputes or ongoing dissatisfaction are escalated to Customer Service Agent for resolution.

6. Post-Visit Follow-up

- Step 6.1:** CSM automatically notifies customer about the case closure and invites post-service feedback (CSAT survey).
- Step 6.2:** Dispatch Coordinator reviews field technician reports and ensures all documentation is complete and compliant.

7. Recordkeeping & Compliance

- Step 7.1:** All SRs, service reports, and customer communications are retained in the CSM for a minimum of 5 years.
- Step 7.2:** Periodic audits ensure process adherence, safety, and quality standards are met.
- Step 7.3:** Personal data is managed in line with GDPR and internal privacy policies.

Compliance & Audit Controls

- Random post-visit inspections by Quality & HSE Auditor.
- Technicians retrained annually on safety, ethics, and customer interaction standards.
- Monthly KPIs review by Technical Services Governance Committee.

Metrics & KPIs

- First-time fix rate:** $\geq 85\%$
- On-time arrival rate:** $\geq 95\%$
- Customer satisfaction (CSAT):** $\geq 90\%$
- Incident response closure:** 100% within 48 hours

Appendices

- Appendix A:** Field Service Checklist
 - Appendix B:** Health & Safety Pre-Visit Guidelines
 - Appendix C:** Sample Service Report
 - Appendix D:** Escalation Matrix
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Related & Cross-Referenced Documents

- [Device Return & Exchange SOP]
 - [Product Warranty Claim Handling SOP]
 - [GDPR/Data Protection Policy]
 - [Customer Complaint Resolution Policy]
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Approval

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Technical Services Governance Committee

Date: 2024-04-01

Classification: CONFIDENTIAL – Internal Use Only
