

SOP: Handling Router Configuration Issue

Purpose

To provide a standardized process for diagnosing and resolving router configuration issues for broadband customers.

Scope

Applicable to: Customer Support Agents, Technical Support Teams, Field Engineers

Responsibilities

Role	Responsibility
Customer Support Agent	Initial troubleshooting, ticket creation, escalation
Technical Team	Advanced diagnostics, remote configuration support
Field Engineer	On-site resolution and hardware checks

Procedure

1. Step 1: Acknowledge Complaint - Confirm router configuration issue and collect details (Customer ID, Router Model, Error Message)
2. Step 2: Verify Account Status - Check CUSTOMERS table for account_status and active subscription
3. Step 3: Validate Router Settings - Confirm SSID, password, and firmware version
4. Step 4: Perform Basic Troubleshooting - Restart router, check cable connections, reset router if needed
5. Step 5: Remote Assistance - Guide customer through configuration steps via CHAT_HISTORY or call
6. Step 6: Escalation - If unresolved, create ticket in TICKETS with priority High and assign to Field Engineer
7. Step 7: On-Site Visit - Field Engineer checks hardware, applies correct configuration, and verifies connectivity

8. Step 8: Resolution & Closure - Update ticket status to Closed and confirm customer satisfaction

KPIs

- Average Resolution Time
- First Contact Resolution Rate
- Customer Satisfaction Score