SOP-DOCUMENT DOCUMENT

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STANDARD OPERATING PROCEDURE

SOP title: Customer support ticket management process that handles incoming customer inquiries through email, chat, and phone. The process involves ticket categorization burgose: This SOP detines the standard operating procedure for the pusifiess process, assignment to appropriate teams, resolution tracking, and customer follow-up. Current challenges include manual ticket routing, inconsistent response times, and lack of automation for repetitive tasks.