**SOP for Microsoft Teams Connectivity Issues**

**Purpose**

To restore Microsoft Teams functionality.

**Scope**

Includes login, chat, and meeting issues.

**Procedure**

1. **User reports Teams issue** via Help Desk.
2. Check internet connection and service status.
3. Clear Teams cache and restart application.
4. Verify user credentials and permissions.
5. Escalate to Microsoft support if required.
6. Confirm resolution with user and close the ticket.