# SOP for Spam Issues

## Purpose

To troubleshoot and resolve Spam issues.

## Scope

Includes Email systems and Spam-related services.

## Procedure

1. User reports Spam issue via Help Desk.  
 2. Verify the reported issue by checking system logs and configurations.  
 3. Perform initial troubleshooting steps such as restarting services, checking settings, or running diagnostic tools.  
 4. If the issue persists, escalate to the respective Email support team.  
 5. Apply the recommended solution and verify resolution.  
 6. Confirm resolution with the user and close the ticket.