

Trouble Ticket Management Policies

1. Ticket Escalation Process

If a trouble ticket is unresolved after 24 hours, it should be escalated to a supervisor. Supervisors have an additional 24 hours to resolve issues. For tickets that remain unresolved after this period, further escalation to the management team is mandatory.

2. Resolution Time Standards

All tickets should ideally be resolved within 72 hours. A timely resolution is a critical aspect of customer satisfaction. Any ticket exceeding this timeline must be flagged for management review and action.

3. Customer Feedback Mechanism

It is imperative to gather customer feedback on ticket resolution. Follow-up surveys should be sent within one week of ticket closure, with a target response rate of 60%. Feedback will be reviewed bi-weekly to identify areas for service improvement.