**Customer Processing**

* Policies
  + Make sure the customer feels safe trusting you work on their property.
  + Always get tickets done as fast as possible.
  + Make sure to ask as many questions to get all information needed.
  + Customer is always number 1.
  + Make sure to rank the severity level of the ticket.
* Procedure
  + When customer first comes into service desk see if they have filled out a ticket, if they have not make them fill one out.
  + Once the ticket is filled out ask any additional questions needed to further assist in fixing the issue.
  + Once you have collected all information needed let the customer you will start as soon as you can.
  + If it is a low priority finish other tickets in front of it but if it is high priority get started on it right away.
  + After it is finished being worked on you can then close the ticket.
  + Email the customer letting them know it is finished.
  + Customer then will come and pick up computer.

