**Ticket Policy**

The ticket policy for our help desk consist of four separate parts. They are who gets the ticket, how the ticket is assigned, how it should be handled with multiple technicians, and an easier way of organization of the tickets.

The first and second part is who gets the ticket and how is it assigned. The person that gets the ticket is the person who has just finished up a ticket or has free time. The way we do it is by the next person up so when you finish the ticket you get the next one in line.

The third part is how will it work with multiple technicians. We will have a file system for the tickets saying on the ticket what has been done and who has worked on it. If we do this then it will show who has worked on it and can ask each other if there are any questions between the technicians.

The fourth and final part of our ticket policy is how we will organize the tickets. We will have a file system that will hold all the hard copies of the tickets. They will be put into four different sections. They will be new tickets, late tickets, ones in the processes of being worked on, and finished tickets.

If we follow this policy and all of its parts our service desk will run smooth and we will reach the highest amount of customer satisfaction. If we do that then we will get repeat help or more customers because people will recommend us.