

Service Desk Contact SOP

1. How to contact the IT Service Desk:

- Phone: +1 (800) 555-1234 (Available 24/7)
- Email: it.support@company.com
- Chat: MS Teams > IT Helpdesk Bot

2. Ticket Priority Levels:

- P1 - Critical (System outage): Response within 15 minutes
- P2 - High (User blocked): Response within 1 hour
- P3 - Normal (Software issue): Response within 4 hours
- P4 - Low (General inquiry): Response within 1 business day

3. Escalation Process:

- Escalate to IT Supervisor via Teams or call escalation hotline: +1 (800) 555-5678

4. Feedback:

- After ticket closure, users receive a satisfaction survey.