# SOP: General Support Ticket and Escalation Process

## 1. Purpose

The purpose of this SOP is to provide the process for call and ticket handling for the Government Brands Client Support team.

## 2. Scope

This SOP applies to all Client Technical Support agents for Government Brands, LLC.

## 3. Prerequisites

N/A

## 4. Responsibilities

The Client Support Manager is responsible for the application and dissemination of this process.

## 5. Procedure

**5.1 Tier 1**

5.1.1 Call or ticket is received via telephone or ticket is entered into the Tier 1 ticket queue.

5.1.2 For calls via telephone (ACD system), Client Support agents will enter a ticket into the ticketing system and enter the caller’s email as the “Reporter” to ensure communication with the client after the issue is resolved and as documentation of the client contact.

5.1.3 For tickets added to the ticketing system via email, web portal, or internally through the ticketing system, agents are to work to resolve tickets first based on priority and then from oldest to newest by open date and assign the ticket to their personal ticket queue.

5.1.4 If the Tier 1 agent can resolve the ticket, issue resolution should be added to the ticket to ensure client notification of resolution.

5.1.5 If the ticket is to be handled by Accounting, a ticket is entered into the ticketing system, the caller’s email should be entered as the “Reporter.”

5.1.6 If the call or ticket requires information to resolve from other internal departments such as sales, project managers, or customer success managers, the agent is to request information via email and add all correspondence as an “Internal Note” in the ticket. After information is received, the ticket is to be resolved by the Tier 1 agent and the customer is to be notified of the resolution.

5.1.7 If the Tier 1 support agent is unable to resolve the ticket, the ticket is then escalated to the Tier 2 ticket queue for resolution.

**5.2 Tier 2**

5.2.1 All escalated tickets moved to the Tier 2 ticket queue should be addressed in order by priority and then by oldest to newest based on open date.

5.2.2 Issue resolution should be added to each ticket resolved to ensure client notification of resolution.

5.2.3 If the ticket should require assistance from Engineering, the ticket is to be discussed in the twice-per-week meeting between Tier 2 and Engineering. If Engineering is able to assist Tier 2, the ticket should then be resolved as stated in 5.2.2.

5.2.3 Should work be required from Engineering to resolve the issue, an Engineering ticket is to be entered in the Engineering ticket queue while keeping the original ticket open for Tier 2 follow-up. After work is performed by Engineering or a decision is made on the disposition of the ticket (if work requested cannot be performed), the information is then supplied to the Tier 2 support agent and the ticket is resolved as stated in 5.2.2.

5.2.4 If the call or ticket requires information to resolve from other internal departments such as sales, project managers, or customer success managers, the Tier 2 agent is to request information via email and add all correspondence as an “Internal Note” in the ticket. After information is received, the ticket is to be resolved by the Tier 2 agent and the customer is to be notified of the resolution.

## 6. References

WI-CST-002 Ticket Documentation

## 7. Definitions

N/A