



# Process Manual Template

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**2 Pages**

## Process Manual

Company Name | Date | Version

Welcome to *Insider Solutions* Customer Support Ticket Resolution Process Manual. This guide outlines our step-by-step procedure to ensure timely and efficient ticket resolution. By following this process, our team delivers exceptional customer service, surpassing our client's expectations.

### 1. Understanding Customer Support Tickets

Learn about the types of support tickets we handle, including technical issues, product inquiries, and service requests.

### 2. Receiving and Logging Tickets

Discover how we receive customer support tickets via email, phone, or our online portal.

Learn to log essential details accurately.

### 3. Ticket Prioritization

Understand our priority levels to categorize and manage tickets based on urgency and impact.

### 4. Ticket Assignment

Find out how we assign tickets to the appropriate support specialists based on their expertise and workload.

### 5. Investigation and Troubleshooting

Explore our systematic approach to investigating and troubleshooting customer issues.

# Process Manual Template

**Clemens Wendtner**

A red circular graphic with a gradient, appearing as a stylized arrow or a partial circle, located to the right of the author's name.

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