# **Customer Support SOP Template**

## **Basic information**

| **Company** |  |
| --- | --- |
| **Document title** |  |
| **Document version** |  |
| **Created by** |  |
| **Approved by** |  |
| **Purpose** |  |

## **Scope**

*Outline the specifics of what the SOP does and does not cover in order to avoid overlap.*

| **The SOP covers:** | **The SOP does NOT cover:** |
| --- | --- |
|  |  |

## **Roles and Responsibilities**

*Define the roles of all involved team members, and their responsibilities.*

| **Role** | **Responsibilities** |
| --- | --- |
| Role 1 |  |
| Role 2 |  |
| Role 3 |  |

## **Procedures**

*Define the procedures and steps for different facts of customer support operations.*

### **General Customer Inquiries**

|  |  |
| --- | --- |
| Step 1 |  |
| Step 2 |  |
| Step 3 |  |

### **Troubleshooting**

|  |  |
| --- | --- |
| Step 1 |  |
| Step 2 |  |
| Step 3 |  |

### **Handling Complaints**

|  |  |
| --- | --- |
| Step 1 |  |
| Step 2 |  |
| Step 3 |  |

### **Processing Refund Requests**

|  |  |
| --- | --- |
| Step 1 |  |
| Step 2 |  |
| Step 3 |  |

## **Ticket Prioritization**

*Define different priorities for customer support tickets to help your team prioritize more efficiently.*

| **Priority** | **Definition** |
| --- | --- |
| Standard |  |
| High |  |
| Urgent |  |
| Critical |  |

## **Terminology**

*Outline any specific terms or abbreviations relevant to the SOP.*

| **Term** | **Definition** |
| --- | --- |
|  |  |

## **FAQ**

*Cover any frequently asked questions employees might have about the SOP.*

Question 1:

Answer:

Question 2:

Answer:

## **Resources**

*List links to any additional documents or tools relevant to this SOP.*

| **Item** | **Summary** |
| --- | --- |
|  |  |

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