Standard Operating Procedure Template

COMPANY NAME
Street Address
City, State and Zip

webaddress.com

Version 0.0.0
00/00/0000

Department Responsible

<table>
<thead>
<tr>
<th>VERSION</th>
<th>APPROVED BY</th>
<th>REVISION DATE</th>
<th>DESCRIPTION OF CHANGE</th>
<th>AUTHOR</th>
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Introduction

Describe the purpose of this SOP for your employees.

X Procedures

Describe the responsibilities of the employee.

X Process
Describe what the employee should expect when they submit a ticket, such as an email acknowledgement, the full details of the ticket, and when a response will be given. Explain what the employee should do if they do not receive a response within the described time. Describe how a ticket is closed and whether an employee will receive surveys. Include the preferred steps an employee should take if service was unsatisfactory and to whom they should report concerns.

**X Flowchart**

A flowchart shows what actions to take in order to complete a ticket.

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This [Standard Operating Procedure Template](#) was created by [Connecteam](#) - the easiest way to manage your employees in one place.