Standard Operating Procedure: Help Desk

Effective Date: 01/01/2025

Help Desk was implemented to comply with the process of Klazin Future Technology and achieve the following

- Improve on customers experience
- Tracking progress
- Execute more detailed and informed invoicing.
- Achieving consistent results with project management or other tasks.
- Accountability and ensuring regulatory compliance.
- Saving time on tasks.
- Knowledge base for supporting training, particularly for new hires.
- Improving safety.
- Minimize paperwork.
- Reduce the maintenance backlog.
- Reduce or end the chances of mistakes, disorganization, duplication, and other inefficiencies.
- Problems can be foreseen and mitigated. Communication is more effective and efficiency.
- Work order management systems provide streamlined workflows. Everyone in the process is aware, in real time, exactly where they stand.

Procedures

1. All Jobs will be created in the klazin's Help Desk and assigned to a technician/support.

2. Scope of Job will be detailed.

3. Do not perform any job that is not in the scope of work outlined in the help desk. This must be taken under advisement from the administrative desk. i.e. the admin assistant must be contacted to confirm if the request must be accepted.

4. Assigned Job should be updated based on the following condition
    I. Details of job completed
    II. Items used
    III. Recommendations for Client
    IV. Reschedules
    V. Problems encountered
    VI. Serial and model number of serviced or repaired item
    VII. Pictures of completed jobs, damages, jobs in progress, etc
    VIII. Or any other reasons that will affect the outcome of the project
    IX. Scope or Pivots that would affect that will decrease or increase functionality of project.

5. Please ensure that the information that is entered is accurate and verifiable

6. The Help Desk progress tracking update.
    I. The progress of each task/Job or project should be updated immediately when completed/still in progress, or before the work day ends. Task/Job or project progress update should not be carried over for the next day.

7. Completed Jobs
    i. When Jobs are completed, the status must be updated to completed
    ii. The help desk must be fully updated.
    iii. The ticket number must be on the invoice.

8. Call back & warranty work order
    i. The procedures are the same as updating a new Job

9. Contractor Invoices
    i. Jobs not properly or not updated will not be processed for payments

ii.   Add ticket numbers to invoices for smooth processing to prevent extended delays.

iii. Invoices should be submitted no later than two weeks.