

# Dear Team,

We are excited to inform you about the implementation of new procedures in our technical support department. These changes are aimed at enhancing our efficiency and improving customer satisfaction.

## New Procedures Overview:

- **Ticketing System Update:** All support requests must now be submitted through our new ticketing system.
- **Response Time Standards:** Our goal is to respond to all inquiries within 2 hours during business hours.
- **Escalation Process:** Guidelines for escalating unresolved issues have been simplified.

## Training Sessions:

Training sessions on these new procedures will be held on:

- March 10, 2024 - 10:00 AM to 11:00 AM
- March 12, 2024 - 2:00 PM to 3:00 PM

Please make sure to attend one of the sessions to familiarize yourself with the new processes. Your cooperation is greatly appreciated as we transition to these updated procedures.

## Best Regards,

The Technical Support Management Team