**Process Documentation Form**

**[Company Name]**[Department]

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| **Process Name:** |  | **Process ID (if any):** |  |
| **Document Version:** |  | **Prepared By:** |  |
| **Date Prepared:** |  | **Approved By:** |  |

**1. Purpose of the Process**

(Briefly explain why this process exists.)

*Sample:*  
This process explains how customer service requests are received, recorded, and resolved.

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**2. Scope**

(Describe where this process applies and who it affects.)

*Sample:*  
This process applies to the Customer Support Department and covers all customer complaints received via email and phone.

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**3. Roles and Responsibilities**

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| **Role** | **Responsibility** |
| Customer Support Agent | Receive and log customer requests |
| Supervisor | Review and approve resolutions |
| Manager | Monitor overall process performance |

**4. Process Inputs**

(List items required to start the process.)

* Customer request
* Service ticket number
* Customer contact details

**5. Process Steps**

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| **Step No.** | **Description of Activity** | **Responsible Person** | **Tools / Systems Used** |
| 1 | Receive customer request | Support Agent | Email / Phone |
| 2 | Create service ticket | Support Agent | CRM System |
| 3 | Resolve issue | Support Team | Internal Tools |
| 4 | Close ticket and notify customer | Supervisor | CRM System |

**6. Process Outputs**

(List the results of the process.)

* Resolved customer issue
* Closed service ticket
* Customer notification sent

**7. Key Performance Indicators (KPIs)**

(Optional section)

* Average response time
* Resolution time
* Customer satisfaction score

**8. Risks and Controls**

(Identify possible risks and how they are controlled.)

*Sample:*

* Risk: Delay in response
* Control: Daily ticket monitoring by supervisor

**9. Related Documents / References**

* Customer Service Policy
* Complaint Handling Guidelines

**10. Notes / Comments**

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**Signatures**

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| --- | --- | --- | --- |
| **Prepared By:** |  | Date: |  |
| **Approved By:** |  | Date: |  |