Support queue triage design



We define five ticket classes with routing rules and examples from 25 supplied tickets.

Who it helps

Operations directors and team managers

The problem to solve

Similar tickets can land in several queues if agents read an issue description differently.

Working through the brief

1. **Review twenty-five supplied tickets**

   Gather the agreed inputs. Customer journey or support records, team roles and operating rules.

2. **Define five ticket classes**

   Track “Ticket class” and “Example request” together so the reviewer can connect the source information to the result.

3. **Verify routes against examples**

   Use the examples to practise classifying work consistently and route high-priority tickets promptly.

4. **Check the scope at handover**

   External audit, certification, software and additional teams are separate.

Worked example

A high-volume question and an urgent service failure arrive together. Define the triage rule that distinguishes them.

Read the service scope / OPS-019

Sparkle Solutions Group Ltd.

info@sparklesolgroup.com +44 20 3307 6468 sparklesolgroup.com

71-75 Shelton Street, Covent Garden, London, WC2H 9JQ, United Kingdom