



Definition: Ad-hoc support tickets are requests for assistance or problem resolution that are raised by clients or end-users on an as-needed basis. Unlike scheduled or routine support, ad-hoc tickets address immediate or unexpected issues that require prompt attention.

These tickets are typically handled through a support system or helpdesk, ensuring that each issue is tracked, managed, and resolved efficiently.

Key Components:

- 1. Ticket Submission:** Clients or end-users submit a support request through a designated system, which can be a web portal, email, or phone. The submission includes details of the issue, such as the problem description, urgency, and any relevant context.
- 2. Issue Categorization:** The support team categorizes the ticket based on the type of issue, its priority, and the affected service or system. This helps in routing the ticket to the appropriate support personnel.
- 3. Acknowledgment and Assignment:** Once submitted, the ticket is acknowledged, and an initial response is sent to the requester. The ticket is then assigned to a support agent or team with the relevant expertise.
- 4. Investigation and Diagnosis:** The assigned support personnel investigate the issue to diagnose the root cause. This may involve gathering more information from the requester, replicating the issue, or analyzing logs and system data.
- 5. Resolution and Implementation:** After diagnosing the problem, the support team implements a solution. This can involve applying a fix, providing guidance or workarounds, or escalating the issue to higher-level support or development teams if necessary.
- 6. Communication:** Throughout the process, the support team communicates with the requester, providing updates on the status of the ticket, expected resolution times, and any actions taken.
- 7. Closure:** Once the issue is resolved, the ticket is closed, and the requester is informed of the resolution. The solution and any relevant notes are documented in the ticket for future reference.
- 8. Follow-Up:** In some cases, a follow-up is conducted to ensure that the solution was effective and that the requester is satisfied with the support received.

When to Use Ad-Hoc Support Tickets:

Unexpected Issues: For problems that arise suddenly and require immediate attention, such as system outages, software bugs, or user access issues.

Client Requests: When clients need help with specific tasks or questions that are not part of the regular support schedule.

One-Time Tasks: For unique, one-off tasks that do not fit into regular support or maintenance routines.

Advantages:

Flexibility: Allows for quick response to unexpected issues, ensuring minimal disruption to client operations.

Efficiency: Provides a structured process for handling and resolving issues promptly and effectively.

Client Satisfaction: Enhances client satisfaction by addressing urgent needs and resolving problems quickly.

Tracking and Accountability: Ensures that all support requests are tracked, managed, and documented, providing accountability and insights into common issues.

Disadvantages:

Resource Intensive: Handling ad-hoc requests can be resource-intensive, requiring immediate attention and potentially diverting resources from other planned activities.

Unpredictability: The unpredictable nature of ad-hoc tickets can make it challenging to manage workload and prioritize tasks effectively.

Potential for Overload: A high volume of ad-hoc requests can overwhelm the support team, leading to delays in resolution and decreased service quality.

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