

Design Your Support

Better systems. Smoother workflows. Support that actually works.

SOP & Knowledge Base Development

What this service is

This service focuses on creating or improving the documentation that supports your customer support operation. That may include internal SOPs, process documentation, macros, saved replies, or customer-facing knowledge base content that helps support run more clearly and consistently.

What's included

- Review of current documentation and content gaps
- Development or refinement of standard operating procedures
- Creation or improvement of internal support documentation
- Development or refinement of customer-facing knowledge base content
- Recommendations for documentation structure, usability, and maintenance

Best fit for

Businesses that need clearer processes, more consistent support, or stronger documentation to reduce reliance on memory and improve efficiency.

What you can expect

You will walk away with clear, usable documentation that supports day-to-day work, improves consistency, and helps your support operation scale more effectively.

Starting investment

Starting at \$1,000 for a defined documentation scope of up to 25 core SOPs or knowledge base articles. Final pricing depends on document complexity, existing materials, and overall project scope. Larger documentation libraries or more complex projects may require expanded scope and pricing.

Next step

Book a consultation to discuss your current documentation and where stronger resources could support your business.