# Standard Operating Procedure (SOP) – Sandbox Access and Refresh

## Purpose

This Standard Operating Procedure (SOP) outlines the steps for requesting, accessing, and refreshing the Freshservice sandbox environment for testing, training, and validation purposes.

## Procedure

1. Request sandbox creation via Freshworks Account Manager or Customer Success Manager (CSM).
2. Receive sandbox URL and verify login access with designated credentials.
3. Before refreshing, back up or document any sandbox-specific configuration changes.
4. Submit a refresh request to Freshworks support.
5. Confirm the timing of the refresh and notify impacted teams.
6. After the refresh, validate that the production data has been cloned successfully.
7. Resume testing, training, or change validation activities.

## ITIL Alignment

* Change Enablement
* Service Validation and Testing
* Information Security Management
* Continual Improvement