SOP Template: Ending Calls Courteously and Confirming Caller Satisfaction

This SOP details the process for **ending calls courteously and confirming caller satisfaction**, emphasizing clear communication, polite closing statements, and verifying that all caller inquiries have been addressed satisfactorily. The goal is to enhance customer experience, ensure positive interactions, and maintain professional service standards during call conclusions.

1. Purpose

To provide a standardized procedure for agents to follow when concluding calls, ensuring callers feel valued, satisfied, and respected.

2. Scope

This SOP applies to all staff who handle inbound or outbound customer calls.

3. Procedure

1. **Review and Confirm Resolution:**
   - Before ending the call, briefly summarize the information, solution, or action provided.
   - Ask the caller if their inquiry or issue has been fully addressed.
2. **Seek Additional Questions:**
   - Politely inquire if the caller has any further questions or needs assistance with anything else.
   - Sample statement: "Is there anything else I can assist you with today?"
3. **Confirm Satisfaction:**
   - Explicitly confirm the caller is satisfied with the resolution or information given.
   - Sample statement: "Are you satisfied with the support provided today?"
4. **Courteous Call Closing:**
   - Thank the caller sincerely for their time or for choosing your service/company.
   - Close with a friendly, professional farewell.
     Examples:
     - "Thank you for calling. Have a wonderful day!"
     - "We appreciate your business. Goodbye!"
5. **End the Call:** Wait for the caller to acknowledge the conclusion before disconnecting the call.

4. Tips for Excellence

- Maintain a polite tone throughout the call conclusion.
- Avoid rushing; allow the caller time to respond and ask final questions.
- Document call outcomes and any follow-up required.

5. Responsibilities

- **Agents:** Follow this SOP for every call concluded.
- **Supervisors:** Audit calls regularly to ensure compliance with courteous call-ending procedures.

6. Revision History

Date	Version	Description
2024-06-11	1.0	Initial draft