SOP: Response Time Logging and Prioritization of Calls

This SOP details the process of **response time logging and prioritization of calls**, outlining procedures for accurately recording call response times, assessing the urgency of each incoming call, categorizing calls based on priority levels, and ensuring timely and efficient handling. The aim is to optimize resource allocation, improve customer service, and enhance overall operational responsiveness by systematically managing call responses according to their criticality.

1. Scope

This SOP applies to all staff responsible for handling and logging incoming calls within the organization.

2. Responsibilities

- **Call Handlers:** Record accurate call response times, determine call priority, and escalate as necessary.
- **Supervisors:** Monitor compliance with this SOP and provide support for escalated calls.
- **Management:** Review periodic reports and make process improvements as required.

3. Procedure

3.1 Logging Call Response Times

1. Upon receipt of an incoming call, **immediately record** the time the call was received in the call management system.
2. Log the time when a response (live answer, call back, or other acknowledgment) is made.
3. In the call log, document the following:
    - Caller details (name, contact number)
    - Date and time of call received
    - Date and time of response
    - Nature of inquiry or request

3.2 Assessing Call Urgency

1. Ask relevant questions to identify the nature and urgency of the call.
2. Determine if there are any potential risks or impacts associated with the issue.
3. If unsure about urgency, consult a supervisor for guidance.

3.3 Prioritization Criteria

Priority Level	Description	Examples	Target Response Time
Critical (P1)	Severe impact; immediate attention required	System outage, safety threats, major incidents	0-5 minutes
High (P2)	High impact; rapid response recommended	Service disruption for multiple users	15 minutes
Medium (P3)	Moderate impact; normal response	Single user issue, standard requests	1 hour
Low (P4)	Low impact; non-urgent	General inquiries, requests for information	4 hours

3.4 Call Handling and Escalation

1. Assign the call to the responsible team/individual based on determined priority.
2. If unable to resolve within the targeted response time, **escalate** to the next support level.
3. Document all actions taken and escalations in the call log.
4. Update the caller on the progress at regular intervals.

4. Quality Assurance and Monitoring

- Supervisors will review call logs on a weekly basis to ensure adherence to this SOP.
- Performance metrics (e.g., average response times, calls resolved within SLA) will be analyzed monthly.
- Process improvements will be initiated, as needed.

5. Review and Revision

This SOP shall be reviewed annually and updated as necessary to reflect changes in operations or technology.

6. Document Control

Version: 1.0
Effective Date: [Enter Date]
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Approved By: [Enter Approver]