

Standard Operating Procedure (SOP)

Email Inbox Monitoring, Prioritization, and Response Protocols

This SOP details **email inbox monitoring, prioritization, and response protocols**, including procedures for regularly checking incoming emails, categorizing messages by urgency and importance, assigning responsibilities for response, and establishing timelines for replies. The goal is to ensure efficient communication management, timely responses to critical inquiries, and systematic handling of routine correspondence to enhance organizational productivity and customer satisfaction.

1. Scope

This SOP applies to all team members responsible for managing shared or individual business email inboxes.

2. Responsibilities

- Designated email monitors must consistently adhere to this SOP.
- Supervisors shall periodically review compliance and performance.
- All staff are responsible for responding to emails assigned to them within the specified timeframe.

3. Email Inbox Monitoring

- Inbox must be checked at least **every 2 hours** during business hours (9:00am – 5:00pm).
- Enable email notifications for new messages, where possible.
- Designate backup personnel during leaves or absences.

4. Email Categorization and Prioritization

Category	Description	Required Response Time
Urgent	Time-sensitive issues; client/management escalations; critical system alerts	Within 1 hour
High	Important client communications; project-related decisions; internal approvals	Within 4 hours
Normal	General inquiries; standard operational communication	Within 1 business day
Low	Newsletters; non-actionable information; CC'd threads	As needed

5. Assignment of Responsibilities

- Email monitor reviews and categorizes all incoming emails.
- Emails are assigned through delegation tools/flags to appropriate personnel.
- Monitor tracks the status of delegated emails for timely follow-up.
- Escalate unresolved or overdue emails to supervisors as per escalation matrix.

6. Response Protocols

- All email replies must be clear, professional, and address all questions/requirements.
- Add “Acknowledged” follow-up in progress” for requests requiring more time, with estimated timeline for response.
- Use pre-approved templates for standard queries to ensure consistency.
- Mark emails as “Completed” or move to relevant folders upon resolution.
- Document actions taken for complex or escalated issues.

7. Escalation Procedure

- Escalate urgent/high-priority emails not addressed within designated timeframes to team leads/managers.
- Note reason for escalation and actions taken thus far.

8. Review and Continuous Improvement

- Conduct monthly audits of email handling for compliance.
- Solicit feedback for improvements in categorization and workflows.

- Update SOP as needed to adapt to operational changes.

9. References

- Email management software guides
- Organizational communication policy

10. Revision History

Version	Date	Summary of Changes	Author
1.0	2024-06-16	Initial SOP release	(Your Name/Role)