

SOP Template: Logging Call Details in the Company Call Log System

This SOP describes the process of **logging call details in the company call log system**, including accurately recording caller information, call purpose, date and time of the call, actions taken, and follow-up requirements. The procedure ensures consistent and thorough documentation of all incoming and outgoing calls to facilitate effective communication, track customer interactions, and support service quality and accountability within the organization.

1. Purpose

To provide a standardized procedure for recording and maintaining complete and accurate call records in the company call log system.

2. Scope

This SOP applies to all employees responsible for handling, responding to, or making business-related telephone calls on behalf of the company.

3. Responsibilities

- **All Employees:** Follow this SOP when handling calls.
- **Supervisors/Managers:** Ensure compliance and conduct periodic audits.
- **IT/Admin:** Maintain call log system accessibility and troubleshoot issues.

4. Definitions

Term	Definition
Call Log System	Approved digital platform or application utilized for entering and reviewing call details.
Caller Information	Name, organization, contact number, and email (if provided).
Follow-up Requirements	Further action(s) required after the call, such as callbacks, sending information, etc.

5. Procedure

1. **Access the Call Log System:**
 - Log in using your assigned credentials.
 - Navigate to the appropriate section for incoming or outgoing calls.
2. **Record Caller Information:**
 - Enter the caller's name, company (if applicable), phone number, and email address (if provided).
3. **Enter Call Details:**
 - Date and time of the call (ensure accuracy).
 - Call purpose or subject discussed.
 - Type of call (incoming or outgoing).
4. **Document Actions Taken:**
 - Summarize the conversation and any actions performed during or as a result of the call (e.g., information provided, escalation, appointment scheduled).
5. **Note Follow-up Requirements:**
 - Specify any follow-up actions needed, responsible persons, and due dates.
6. **Save and Confirm Entry:**
 - Review all data for correctness before submitting.
 - Save and confirm the entry in the call log system.

6. Quality Control

- Supervisors review random entries weekly for completeness and accuracy.
- Discrepancies are communicated for correction and used for employee training.

7. Related Documents

- Call Handling Policy
- Customer Service Guidelines

8. Revision History

Version	Date	Description	Author
1.0	2024-06-12	Initial release	Company Operations

Note: Always ensure privacy and data regulations are adhered to when handling personal information.