SOP Template: Concluding Calls Courteously

This SOP details the process for **concluding calls courteously**, emphasizing the importance of confirming issue resolution or arranging necessary follow-up actions. It ensures clear communication, reinforces customer satisfaction, and maintains professionalism until the call ends.

Procedure

1. **Summarize the Interaction:**
   Briefly recap the main points discussed and actions taken during the call.
2. **Confirm Issue Resolution:**
   Ask the caller if their issue has been fully resolved and if they require any further assistance.
   Example: "Is there anything else I can assist you with today?"
3. **Arrange Follow-Up (If Needed):**
   If the issue requires follow-up, clearly explain the next steps and expected timeframes.
   Example: "I will followup with you by email within 24 hours to provide an update."
4. **Express Appreciation:**
   Thank the caller for their time and patience.
   Example: "Thank you for calling and for your patience while I assisted you."
5. **Close the Call Professionally:**
   Use a courteous closing statement.
   Example: "Have a great day!" or "Thank you for contacting us."
6. **End the Call:**
   Wait for the caller to respond to your closing, then gently end the call to ensure the customer does not feel rushed.
7. **Document the Interaction:**
   Accurately document the call details and any follow-up actions in the appropriate system.

Best Practices

- Maintain a friendly and professional tone throughout the call.
- Listen actively and acknowledge the customer's concerns before concluding.
- Do not end the call abruptly; ensure the customer is satisfied first.
- Follow through on all promised actions or follow-ups.

> **Note:** Properly concluding calls helps promote customer trust and brand loyalty by demonstrating professionalism and care, even in the final moments of the conversation.