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**Master: SOP- Client Care- Systems Vault**

**PREREQUISITES**

[SOP - Customer Care Inbox - Systems Vault](https://docs.google.com/document/u/0/d/1eBOn2CNcHgKN4J7wo2vV_PcMinU8a4IfgsPEsyem940/edit)

[SOP- Business Page Facebook Chat- Systems Vault](https://docs.google.com/document/u/0/d/1pfve8XZSQ15V6AQ5A1nl_Z1OxW3vbFxX7APajTWINb0/edit)

**PURPOSE**

We follow up quickly with client care requests in our inbox as well as in social media to ensure our clients always have the best possible experience with us.

**POLICY**

Client Care inquiries are followed up using [team@sarahnoked.com](mailto:team@sarahnoked.com) to manage client care and to provide an exemplary customer experience, route requests appropriately, and keep accurate records of client correspondence.

Client care management happens **daily M-F ongoing throughout the day.**

**As a general rule, all email inquiries should be answered within 12-24hrs.**

Anything that has to so with payment or refund management, is the responsibility of the Payments Manager and happens with this SOP: MASTER: SOP- Payment Management- Sarah Noked OBM

All Client care requests sent to [sarah@sarahnoked.com](mailto:sarah@sarahnoked.com) (and other team member email addresses) are tagged and forwarded to [team@sarahnoked.com](mailto:team@sarahnoked.com)

**Note:** [info@sarahnoked.com](mailto:info@sarahnoked.com), [obm@sarahnoked.com](mailto:obm@sarahnoked.com), [partners@sarahnoked.com](mailto:partners@sarahnoked.com) and [support@sarahnoked.com](mailto:support@sarahnoked.com) are all aliases under [team@sarahnoked.com](mailto:team@sarahnoked.com)

This canned email SN Template (Email)- General Autoresponder is automatically sent when an inquiry comes in through [team@sarahnoked.com](mailto:team@sarahnoked.com) to notify customers of our follow up policy.

At times, we encounter difficult customers and contacts from our list. We do our best to provide resolution and polite response but we tag this contact in Ontraport for internal use. If possible, we remove this contact from our Confident OBM Community Facebook Group and ban them. See: SOP- Banning Non-Paying Clients - Sarah Noked OBM

**PARTY**

Virtual Assistant

**PROPERTY**

Online Business Manager

**PROCESS/ CATEGORIES**

Part 1: Client Care Inbox and Social Inbox

**PROCEDURE**

**Part 1: Client Care Inbox and Social Inbox**

See**:** [SOP - Customer Care Inbox - Systems Vault](https://docs.google.com/document/u/0/d/1eBOn2CNcHgKN4J7wo2vV_PcMinU8a4IfgsPEsyem940/edit)

See: [SOP- Business Page Facebook Chat- Systems Vault](https://docs.google.com/document/u/0/d/1pfve8XZSQ15V6AQ5A1nl_Z1OxW3vbFxX7APajTWINb0/edit)

See: SOP- Banning Non-Paying Clients - Sarah Noked OBM

**Created by:**

**Department:** Operations & Support

**Date:**

**Revised:**

**Revised By:**