TeKnowledge Shared Services (Pvt) Ltd

1. **OPR FOR ORGANIZING EMAILS AND PRIORITIZING WORK/PROJECTS**

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| **SUBJECT** | **OPR for Organise e-mails and prioritize work / projects** |
| **DEPARTMENT** | **Customer Services Department** |
| **RECORDER (Name & Designation)** | **Andrea Meikle - Executive** |
| **APPROVEDBY (Name & Designation)** | **Purodha Perera - HOD** |
| **CREATED DATE** | **15/03/2016** |
| **LAST UPDATED** |  |
| **PATH ON NETWORK FOLDER** |  |
| **NO. OF PAGES INCLUDING THIS PAGE** | **Two** |

**Introduction:**

All emails received after the days shift and before the start of the next day’s shift need to be prioritized and organized accordingly.

**Contents:**

1. Internal Email Communication
2. Client Email Communication
3. Follow-up Emails
4. Clarification Emails
5. Escalation Emails
6. Requests via Email
7. Current Project status
8. New Projects

**Process:**

1. Sort through internal emails received after **10:30PM** and before **1:30PM** the following day and prioritize them according to the urgency of the email for response and action.
2. Attend to emails received from the client and prioritize them according to the urgency of the email for response and action.
3. Go through any emails flagged for follow up (previous or current) and action and respond according to urgency.
4. All emails (internal & external) received for clarification is coordinated with the respective TeKSS department or with TFIUK and clarifications are made accordingly.
5. Any emails that have to be escalated either by TeKSS or TFIUK will be actioned and responded to by following the process in place.
6. All requests received will be whether it be from TekSS to TFIUK or vice versa, will be coordinated by CS to ensure the request is resolved and an update has been provided.
7. All assigned Projects will be actioned and updated as per the required due dates allocated for completion.
8. New Projects will be logged in the PMS and actioned by the allocated timeframe provided.