TeKnowledge Shared Services (Pvt) Ltd

2*.* **RESPOND ESCALATE AND MANAGE CLIENT AND INTERNAL REQUESTS & ESCALATIONS VIA EMAIL OR PHONE**

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| **SUBJECT** | **OPR for Responding, escalating and managing Client and internal requests and escalations via email or phone** |
| **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** | **One** |

**Introduction:**

All emails received with requests, escalations, clarification and follow-ups need to be responded to in a timely manner and this includes contacting the client or internal person via phone

**Contents:**

1. Follow-up Emails
2. Clarification Emails
3. Escalation Emails
4. Requests via Email
5. Phone Calls

**Process:**

1. All emails with **new requests**, **follow-ups**, **clarification**, **escalations** etc… received during shift by the client or internal staff to the client will be attended to either via email or phone depending on the urgency for actioning each request.