

To all quality students:

The following section shows an excellent example of SOP's completed this semester. It meet the basic requirements set forth by the guideline in the course. It includes step-by-step details for the simple operation (job).

I did not make any editorial changes in the document. Of course, there are a lot of rooms for continuous improvement. For future development, I would suggest to follow the format shown in the other example file.

Be well, do your work and have fun.

PL

Marketing and Customer Service Department

SOP for attending customer calls:

The main interaction for any organization will be through the Customer Service and hence the operators receiving calls of customers should be well trained. The operators should create a friendly environment with customers and follow all the netiquettes when attending a customer even on the phone. This SOP will act as an effective process which helps the operators to handle customer call and which can ensure the customer satisfaction.

1. Start the system and get ready with all the equipment and look at all the forms in the computer and test whether the system works properly. Answer the customer's call and greet them friendly and make sure the customer feel comfortable. This can be done by first introducing with your name and then asking what help they need.

"Thank you for calling Caterpillar Customer service. This is operator's name, and how may I help you."
2. There are different forms in the computer and first a new form should be opened for the customer which accepts the general information of customer.
3. Request for some general information in order to retrieve the record from database. This general information can be name, address, zip code, phone number.
4. If the record for the customer information is not found, then more details should be requested and should surely let them know the reason for requesting more information.
5. Once the customer information is found and record is opened, the customer is requested to tell their problem and the operator must make notes on the form.

6. Now analyze the problem and look for guidelines and help sections which are already installed in computer. The help section can be used to produce a solution for the customer.
7. Find a solution in the guide or refer the customer to other department when the problem needs assistance from other departments.
8. If the solution is found, convey the solution to the customer and the customer is satisfied, make sure the customer does not have anymore problems and then end the conversation. The customer should be provided with a reference number and let customer know about this number when ending the conversation and ask them to call any time for any other problems or assistance with that reference number.
9. In other case, if customer is not satisfied or the problem needs assistance from another department then the customer should be referred to another department. Save the form and notify the customer about the reference number for any future reference. Ask the customer to be on hold for further help in a polite manner.
10. After finding the correct department which can help with solving the problem, the form should be forwarded and notify the customer about concerned person who will handle the problem and refer them to the concerned person in other department.
11. Once the customer is assisted and also solved with the problem, then end the conversation by making sure customer have no other problems and if they have any more problems in future they can call back with the reference number provided to them. Now all the forms concerned to the customer should be saved and closed.
12. End the call finally with a friendly wish and say goodbye.