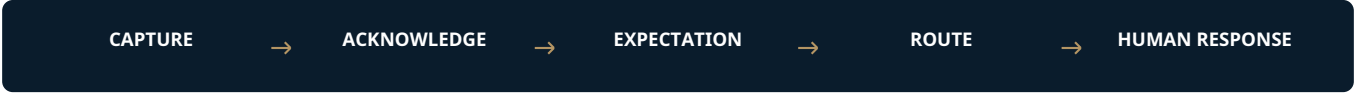


What should happen after hours?

Human Service. Smarter Systems.

Use this worksheet to make acknowledgement, routing, ownership, and human follow-up visible.

CORE FLOW



THE FIVE FLOW CHECK QUESTIONS

PROMPT	YOUR NOTES
1 What acknowledgement does a customer receive after contacting your business outside normal hours?	
2 Does that acknowledgement clearly explain when a human will respond and what the customer should do if the situation is urgent?	
3 How is each after-hours request captured, classified, and routed to the correct person or team?	
4 Who becomes accountable for the next human response, and by what deadline must that response happen?	
5 How can your business verify that the customer received a response - and identify or escalate any request that did not?	
REMEMBER Acknowledgement creates confidence. Accountable human follow-up completes the promise.	

What should happen after hours?

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MAP ONE REQUEST

Map one real after-hours request. Choose a recent request and trace what happened from initial contact through the next human response.

CUSTOMER REQUEST OR SCENARIO What did the customer need?
CONTACT CHANNEL AND TIME RECEIVED Phone • form • email • chat • text
ACKNOWLEDGEMENT SENT What did the customer receive?
PROMISED RESPONSE TIME
URGENT OR EXCEPTION PATH
ACCOUNTABLE OWNER
NEXT HUMAN ACTION
HOW STATUS IS VISIBLE
ESCALATION IF OVERDUE
CURRENT STATE
DESIRED STATE
FIRST IMPROVEMENT TO MAKE