

Response Time Worksheet

Human Service. Smarter Systems.

How Long Is Too Long to Respond to a New Customer?

Use this worksheet to define how new customer requests should be acknowledged, assigned, answered, and escalated.

THE RESPONSE FLOW



DEFINE YOUR RESPONSE STANDARD

CHANNEL OR REQUEST TYPE	ACKNOWLEDGEMENT TARGET	HUMAN RESPONSE TARGET
PRIMARY OWNER	ESCALATION TRIGGER	BACKUP OWNER

FLOW CHECK

PROMPT	NOTES		
1 How quickly should a new customer receive acknowledgement?	YES	NO	UNCLEAR
2 How quickly should a human respond?	YES	NO	UNCLEAR
3 Who owns that response?	YES	NO	UNCLEAR
4 What happens if the response does not occur on time?	YES	NO	UNCLEAR
5 Can the business see which requests are outside the response standard?	YES	NO	UNCLEAR

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MAP AND IMPROVE THE FLOW

Map the Current State. Design the Better State.

1. Current-state flow

What happens now?

2. Desired-state flow

What should happen?

3. Gaps, delays, and handoffs

4. Ownership and system issues

5. FIRST IMPROVEMENT TO MAKE

Choose the smallest change that improves the flow and can be measured.

30-DAY CHECK-IN

OWNER	REVIEW DATE	MEASURE OF SUCCESS

RESPONSE STANDARD
A useful response standard is defined, owned, visible, and supported by escalation. Review it by request type, urgency, channel, operating hours, and customer expectation.