

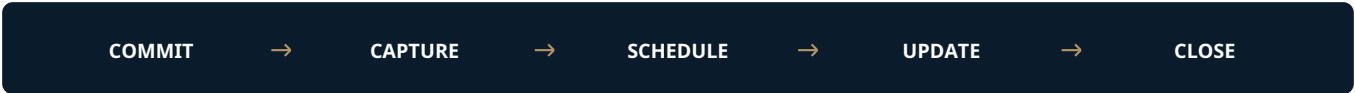
Follow-Up Gap

Human Service. Smarter Systems.

Where do follow-up promises disappear?

Use these questions to test whether customer commitments become visible work.

THE FOLLOW-UP FLOW



THE KASENCE FLOW CHECK

PROMPT	YOUR NOTES
1 When an employee tells a customer, 'I'll get back to you,' where is that commitment recorded?	<div></div> <div></div> <div></div>
2 Does every follow-up have a clear owner and a specific time when the customer should hear from you again?	<div></div> <div></div> <div></div>
3 Can employees or managers easily see which customer follow-ups are still open and which are overdue?	<div></div> <div></div> <div></div>
4 If the final answer is delayed, is there a process for updating the customer before the promised communication time passes?	<div></div> <div></div> <div></div>
5 What happens to an open follow-up if the employee who made the promise is unavailable, overloaded, or no longer owns the request?	<div></div> <div></div> <div></div>

REMEMBER
A customer should never have to remind your business about a promise your business already made.

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TRACE ONE FOLLOW-UP PROMISE

Choose a real commitment and map how ownership, timing, visibility, updates, and closure should work.

CUSTOMER / REQUEST What was the customer waiting for?
PROMISE MADE What exactly did the employee say would happen?
OWNER Who owns the follow-up?
PROMISED UPDATE TIME When should the customer hear from you again?
WHERE IT IS RECORDED Where does the commitment become visible?
REMINDER METHOD How is the owner reminded before it is due?
CURRENT STATUS Open, delayed, reassigned, completed, or overdue?
OVERDUE / ESCALATION PATH What happens if the promised time passes?
CUSTOMER UPDATE What should the customer hear if the final answer is delayed?
FIRST IMPROVEMENT TO MAKE What one change would make follow-up commitments more visible and reliable?

READY FOR A SECOND SET OF EYES?
Take the Kasence Flow Check at kasence.com/contact