

Action Pick-up Priority

6/23/06

The purpose of this procedure is to ensure that all client actions are taken care of in a timely manner during high traffic times. During *busy times* the **supervisor or most senior TSR** will automatically be responsible for making sure actions are picked up and taken care of. This will be their first priority during high traffic times. Saturday mornings is the perfect example of when this procedure would come into play. This person should also be monitoring the emails to be sure that all client emails are being handled as they come in. However, during average/slow traffic times everyone should be helping with actions

- Actions should never be allowed to accumulate to more than 3.
- When the traffic is such that actions start backing up, the supervisor or most senior TSR will automatically take over the handling of actions.
- This could mean leaving rotation when call traffic is high.
- Client actions will be taken care of right away.
- Any routine actions (message searches, unlock doors, radio checks, etc...) will be held and assigned to other TSRs to take care of as traffic allows.
- Once the client actions are handled and the other less important actions are prioritized – this person will return to rotation to help with the call traffic.