

SCPF DIRECTORY ISSUE HANDLING PROCESS

1. QUERY SUBMISSION

Purpose: Capture user queries in a structured and traceable way.

Methods:

- **Web form:** Users fill in details (name, email, category, description)
Emails for directory issues are fed into the directory support email
- **Email intake:** Queries sent to a dedicated email (directory support) are automatically logged.

Output: Each query gets tracked in the directory support email account.

2. CATEGORIZATION

Purpose: Route and resolve efficiently.

Actions:

- **Categorize** (Technical Issue, Account Request, Feedback).

3. ASSIGNMENT

Purpose: Ensure ownership of each query.

Actions:

- Assign query to a relevant person.
Functional issues go to Webmaster
Data issues go to Directory Secretary

Responsibility: Webmaster

4. INVESTIGATION AND RESOLUTION

Purpose: Resolve efficiently and document the process.

Actions:

- Assigned person investigate, communicate with user if needed, and document actions.
- Provide a clear resolution or workaround.

Responsibility: Assigned resolver.

5. USER COMMUNICATION

Purpose: Keep the user informed.

Actions:

- Automatic acknowledgement when the query is received.
- Updates at key stages (assigned, in progress, resolved).
- Request user confirmation before closing (optional).

Responsibility: Assigned resolver

6. CLOSURE

Purpose: Officially complete the query.

Actions:

- Mark as "Closed,, after user confirmation or timeout.
Move email under relevant category in completed folder
- Record internal notes, time taken, and resolution type.
Subfolders under completed for categories

Responsibility: Webmaster

7. REVIEW AND REPORTING

Purpose: Improve service quality.

Actions:

- Generate monthly reports on:
 - Number of queries received
 - Common query types
 - Unresolved/reopened queries
- Identify areas for training or process improvement.

Responsibility: Webmaster / Directory Secretary

8. OPTIONAL: CONTINUOUS IMPROVEMENT

- Review recurring issues for automation opportunities.
- Update knowledge base or FAQs based on common queries.