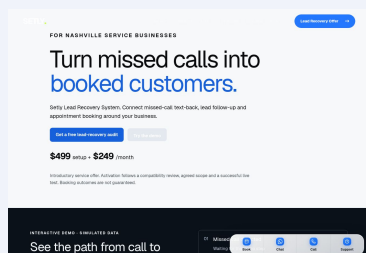


Measure enquiry response time

Understand how long real customers wait for a response.



FROM THE SETLY PROJECT LIBRARY

A real project screenshot for visual inspiration. Follow the written steps for your own business.

YOUR ACTION PLAN

- 1 Record when each enquiry arrived and when the first meaningful reply was sent.
- 2 Separate an automated acknowledgment from a human response.
- 3 Compare business-hours and after-hours enquiries separately.
- 4 Review missed targets and adjust staffing or routing before adding more messages.

EXAMPLE - ILLUSTRATIVE

An instant acknowledgment followed by a next-day human reply should not be reported as an instant human response.

CHECK YOUR RESULT

Are your reported response times measuring what customers actually experience?

Measure enquiry response time

Use the prompts below to make this resource specific to your business. Save a local copy after completing it. Keep passwords and private customer data out of this worksheet.

Received time:

Auto acknowledgment:

Human response:

Business-hours category:

Delay reason:

Improvement:

DONE WHEN

Are your reported response times measuring what customers actually experience?

FURTHER READING

[HighLevel Support](#)

Independent Setly planning resource. Platform settings and requirements can change; use the linked official help for current configuration details.