

IMPORTANT
A TASK OR RESPONSE THAT BENEFITS LONG TERM GOALS, STRATEGIES, AND TASKS. DOES NOT REQUIRE IMMEDIACY.

**HEY KNIGHTS!
is it?**

URGENT
A TASK OR RESPONSE THAT REQUIRES IMMEDIATE ATTENTION FOR TASKS, RESOLUTIONS, AND TEAM EFFICACY.

RESOLUTION

DISCOVER

ACKNOWLEDGE

ACKNOWLEDGE

DISCOVER

RESOLUTION

30 MIN OR LESS

Member of Excalibur Team
Immediate Team
Clients
Vendors

1-2 HOURS

Member of Excalibur Team
Immediate Team
Clients

Member of Excalibur Team
Immediate Team
Clients

3-5 HOURS

Member of Excalibur Team
Immediate Team

Candidates
Vendors

Candidates
Job Seekers
Public

Vendors

Immediate Team
Clients
Vendors

UP TO 12 HOURS

Member of Excalibur Team
Immediate Team
Clients
Vendors

Vendors

Candidates
Public

UP TO 12 HOURS

Candidates
Job Seekers
Public

Candidates
Job Seekers
Member of Excalibur Team
Vendors

UP TO 24 HOURS

Candidates
Job Seekers
Public

Candidates
Job Seekers
Public

WITHIN 24 HOURS ALL URGENT MATTERS ARE RESOLVED WHERE POSSIBLE.



ACKNOWLEDGE: Making initial contact or response to acknowledge the issue and set the tone for the response via email, text or phone.
DISCOVERY: Consult other parties involved, staying in contact with the initial source to keep them abreast while seeking details, in writing in most cases, and including clarifications.
RESOLUTION: Either full resolution, or comprehensive plan with timeline for full resolution, is shared with all parties involved as appropriate, delivered in writing, but also verbal to ensure stakeholders are aware.
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