

About_call_urgencies_Content_v1







Urgencies show the expected response time for associated **Calls** to help volunteers follow up on issues in a timely manner. You can assign ages or time frames for each call priority.

The default configuration for the **Call Urgencies** is:

- Critical: 24 hours
- Urgent: 48 hours
- Important: 72 hours
- Routine: 144 hours

Volunteers can use these guidelines in determining the order in which they return calls. For instance, the Critical calls would be returned first.

You can edit these urgencies by clicking the edit icon next to any of the listed urgency levels in the call Call Urgencies list.

Call Urgencies	
< Calls	
Current View: Default	
Views: Default  	
Urgency	Response Time
 Critical	3 hours
 Important	48 hours
 Routine	72 hours
 Urgent	24 hours

From there, you can change the response time for that urgency. You can also edit an urgency by clicking the name from the list, then clicking the **Edit** button.

Edit Call Urgency Critical

[< Calls](#) [< Urgencies](#)

Response Time * hours

Cancel

Save Urgency