

TELECALLER TRAINING · WORKSHEET

Enquiry Response-Time Scorecard

A short worksheet for measuring your own team's actual response time before trying to fix it. Track the next 15–20 enquiries as they come in, then score yourself against the benchmark below.

Track Your Next 15–20 Enquiries

#	Enquiry Received	First Attempt	Minutes Elapsed	Reached?	Outcome
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

Score Yourself

Average Response Time	What It Means
Under 15 minutes	Strong — close to what high-performing inside-sales and admissions teams aim for.
15–60 minutes	Workable, but every extra minute is a small, compounding disadvantage against faster competitors.

1–4 hours	Enquiries are likely cooling before contact happens — worth investigating where the delay comes from.
4+ hours or next day	A real gap. Most institutions at this stage are losing enquiries to whoever called first.

Want this measured and improved automatically instead of by hand? Talk to Foxtrot about Telecaller Setup & Training — foxtrot.in/contact