**A picture containing icon

Description automatically generated**

**CWA ENTERPRISE**

**SUPPORT REQUEST AND ESCALATION PROCEDURES**

**This document outlines the support request and escalation procedure for ‘CWA ENTERPRISE’. It provides guidance on how to report issues or problems with our products or services, and the steps to take when escalation is necessary.**

1. Support Request Procedure

If you encounter an issue with the hardware or software, the first step is to contact our support team via ‘ClickUp’. (How to do that will be shown in the user support documentation)

Provide a detailed description of the issue, including any error messages or screenshots if available.

Our support team will acknowledge your request and begin troubleshooting the issue.

If the support team needs additional information from you to resolve the issue, they will reach out to you and request it.

Once the issue is resolved, the support team will communicate the solution to you.

1. Escalation Procedure

If your issue has not been resolved to your satisfaction or if you have not received a response from our support team within 2 hours, you may escalate the issue.

Contact the support team via email and request to escalate the issue to a manager or supervisor.

Provide a brief summary of the issue and the steps you have taken to resolve it.

The manager or supervisor will review the issue and work with the support team to resolve it as quickly as possible.

The manager or supervisor will communicate the resolution to you and close the escalation.

If the issue remains unresolved, you may request to escalate it further to [company executive/department head/other relevant parties].

[Signature Field]

Please sign above to indicate your agreement to the terms and conditions outlined in this document. By signing, you acknowledge that you have read, understood, and agree to comply with all policies and procedures contained in this document.

**Printed Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Note: This signature field is only valid when used in a physical, printed document. For electronic documents, a digital signature field may be used.