**Escalation and Resolution Logs with Lessons for Improvement**

**Date**: July 2025  
**Source**: Odoo Helpdesk, Project Slack, Weekly SCRUM logs

**Top Escalated Issues & Resolutions**

| **Ticket ID** | **Issue** | **Escalated To** | **Resolution Date** | **Status** |
| --- | --- | --- | --- | --- |
| #INF-015 | Duplicate vendor entries post-import | Dev Team Lead | 12 Jul 2025 | Resolved |
| #BIL-033 | Delayed invoice generation on peak hour | Middleware/DevOps | 14 Jul 2025 | Resolved with job queues |
| #CRM-022 | Leads not syncing from USSD | API Integration Lead | 10 Jul 2025 | Resolved, endpoint timeout fixed |

**📘 Lessons Learned**

* Data migration scripts should include validation **before** submission to avoid duplications
* API timeouts need proactive monitoring during peak usage
* Hands-on simulation **before go-live** improved first-week adoption significantly
* Staff preferred **modular training by department** rather than generic full-system demos

**📄 Next Steps**

* Scheduled **Quarterly Refresher Trainings** (Aug, Nov 2025)
* Creation of **Auto-Escalation Rules** for any ticket pending >48hrs
* Continuous improvement board set up in Jira with change request backlog