**Escalation Checklist**

Please follow the below steps before sending through an Escalation:

1. Try to Replicate in the Client’s Build, for example, this needs to be done by cloning the Site or cloning the Event in the Client’s build
2. Try to Replicate in Centium and Nightly.
3. Check SEQ or read the error message and see if this leads to a solution.
4. Check Jira to see if the issue has been reported before.
5. Speak to other Support Agents to see if they have encountered the issue.
6. Check with James Church for confirmation before Escalating the issue.

**Writing your Escalation:**

1. Provide the required information, whether this is a link, the Event name, Site Name, Client Alias. Everything needs to be provided so the issue can be looked into easily.
2. State what you have tried, ensure you list everything you have tried to resolve the issue.
3. Include screenshots and steps on how to replicate the issue if it can be replicated.
4. Reread your Escalation and ensure that it makes sense, there is no spelling mistakes and contains all the required information to investigate the issue.

**Example of a Proper Escalation:**

# EventsAIR Escalation

Company Name: **AusVeg**

First Name: Sam

Last Name: Clayfield

Zoho Case No. : 149172

Reported by:  James

Application:  EventsAIR

Access details: N/a

Event: N/a

Error: When you have a Captcha in your Interactive Site, this doesn’t load anything on the page, but you can’t proceed as you will get an error: An unexpected error occurred. I have tested this in the clients build, Centium and Nightly, the issues occurs in all three.

Steps to Recreate:

1. Add in Captcha to any Interactive Site
2. Load the site, the Captcha won’t be showing
3. Try and proceed and you will get the below error message: