Escalation Flowchart

User Reports Issue

Tier 1 Support Receives Ticket

Is the issue simple (e.g, password reset)?

YES

NO

Tier 1 fixes it → Close Ticket

Escalate to Tier 2 Support

Can Tier 2 solve it?

YES

NO

Tier 2 fixes it → Close Ticket

Escalate to Tier 3/ Specialist/ Admin

Fix → Close Ticket and Document Solution