Escalation Flowchart
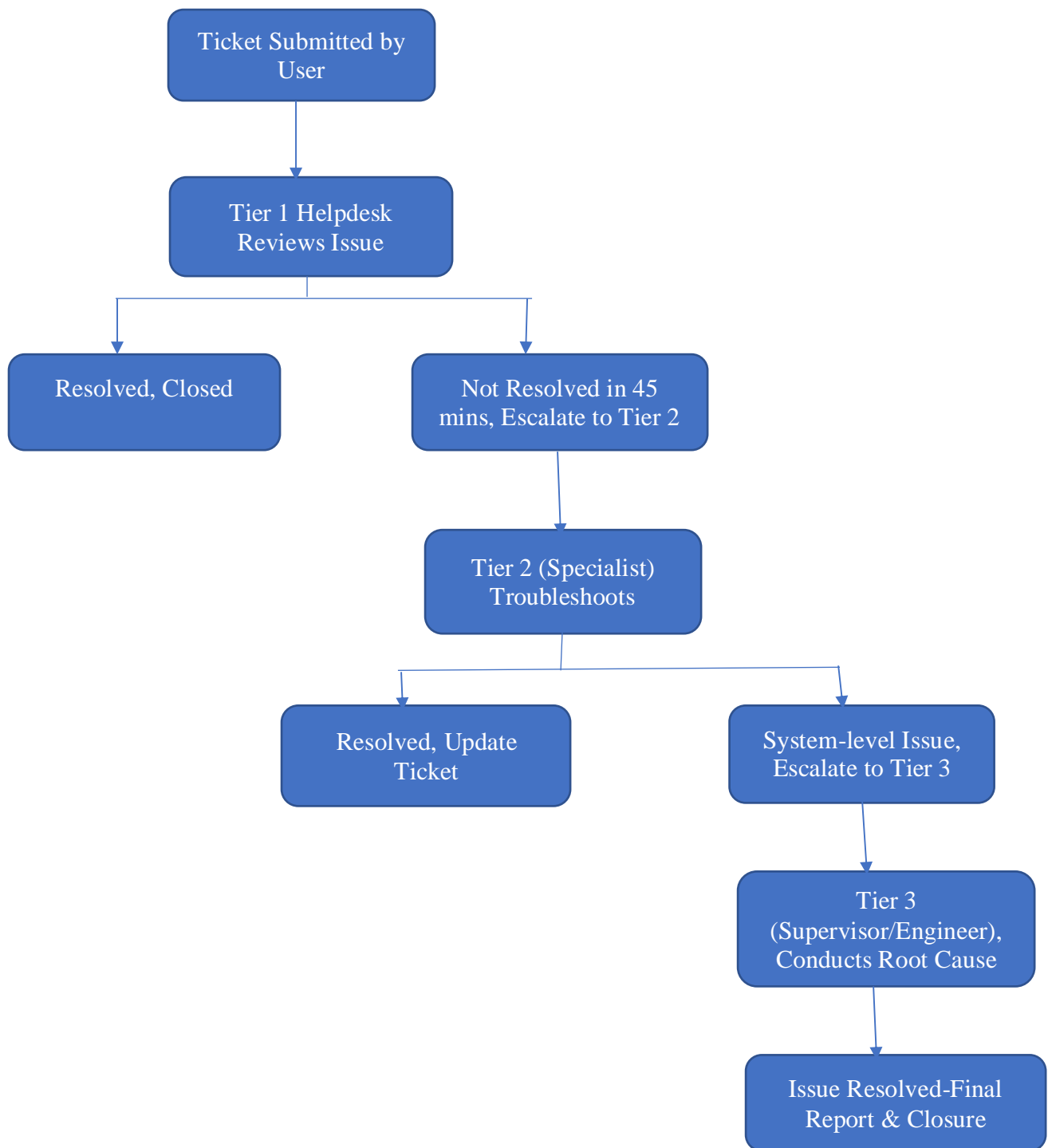

Delays are kept to a minimum, accountability is enhanced at each support tier, and experts are guaranteed to be available to support the most complex problems. All of these advantages lead to increased efficiency and satisfaction, as well as the consistent handling of technical issues (Raval, 2025).

Reference

Raval, V. (2025). Recommendations to Improve Project Delivery Process for Better

Customer Experience and Trust. https://www.theseus.fi/handle/10024/892298