The document outlines a **process for support service specialist agents** to follow before escalating tickets to the technical team. Outline the email to team leads in which you influence they to implement this template as standard for all agents, because of purpose: increase quality of provided service, reduce the closure time of tickets, effort the technical team and overlap, frustration on missing information's, misunderstandings between teams.

In the end propose your additional help in providing m365 case example well design descriptions for educations.

Steps for Support Agents Before Sending Tickets to the Technical Team

Problem Description L1

• Impact: Briefly describe the effect of the issue

• Environment: Specify the tools, services, and configurations involved

• Observed Behavior: Detail what is happening

• Expected Behavior: State what should occur under normal conditions or what want the end-user achieve

Troubleshooting Steps Taken L1 L2

• Check internal knowledge bases for similar issues

• Identify anomalies or discrepancies

Finalize and Escalate L2

If unresolved, ensure escalation is done with complete and precise information:

• Summarize the issue

• List all troubleshooting steps and their outcomes

• Clearly state the desired result