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Escalation Matrix – ProVal Service Delivery

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# ESCALATION MATRIX

The Outlined Escalation Procedure is to be followed by ProVal NOC Team for reaching out to ProVal’s Service Delivery Management Team with an Emergency or Critical Issues that remains unanswered or unresponsive:

* First Level
  + For all Emergency and Critical Issues logged by ProVal’s Partner Team, please follow the outlined process on IT Glue: <https://proval.itglue.com/5078775/docs/8278049>
* Second Level Escalation
  + If the matter remains unresolved and needs further escalation, establish a connect with the Tech Lead for respective service division:
    - First Email directly through the ticket
    - Second, call Tech Leads [Check India Team Roster - <https://provaltech.sharepoint.com/:x:/s/AllProVal/EbTAIMhL3a5MqAO8GUxnCHQBRzwzRGPG3TC7zwScdc9sAg?e=U04wFX>] as defined within the Staff Availability Roster
* Third Level Escalation
  + If the ticket remains unacknowledged by the concerned team, please contact the Partner’s Account Manager as defined in Autotask System:
    - In Autotask – Go to CRM -> Search Client -> Enter Client Name -> Hit Search

Timeline

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* + Contact Account Manager by first text on Teams and provide necessary information.
  + If no update received, call Account Manager as per the contact information given in MS Teams:

Graphical user interface, text, application, chat or text message

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* Fourth Level Escalation
  + If no answer is received from our team within couple of hours after initial reach out, you could establish the following contact with
    - During Both Business & Afterhours [Unless updated otherwise]
      * Director for Service Delivery, Puneet Vijayvergi at:
        + Email address: [puneet.vijayvergi@provaltech.com](mailto:puneet.vijayvergi@provaltech.com), Contact Details: 321- 209-6898 / Cell Phone: +919582191190 (India)