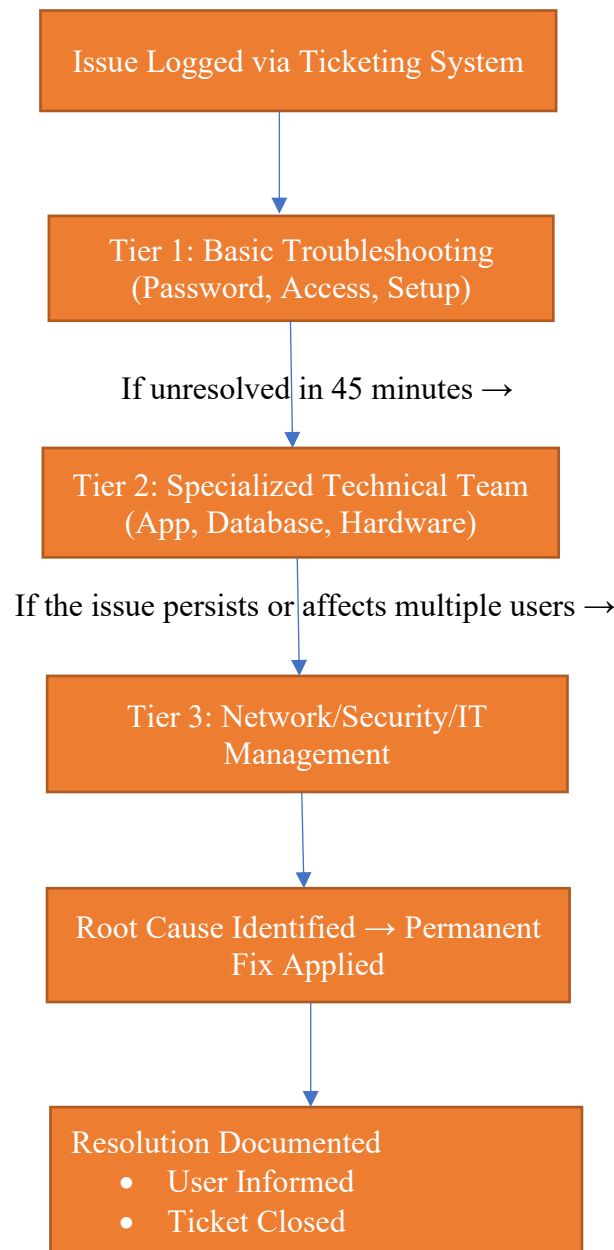


Escalation Flowchart



The structured IT support escalation process illustrated in the flowchart is used to resolve problems promptly. It is a stepwise approach that begins with basic troubleshooting, progresses to a specialized technical tier, and ultimately to management if the issue persists (Incekas, 2024). This hierarchy is essential as it helps ensure accountability, minimize downtime, and ensure that users are satisfied, which is the primary purpose of any technical support operation.

Reference

Incekas, A. B. (2024). Topic Modelling of IT Support Tickets in Jira Using BERTopic: A Deep Dive into Semantic Analysis. <https://www.diva-portal.org/smash/record.jsf?pid=diva2:1893155>