

Escalation & Internal Audit Summary - Division B (2024)

- 12 unresolved tickets reopened without any timestamp.
- User 'neo88' had 14 escalations across 3 departments.
- Duplicate resolutions marked as 'Resolved' but with zero notes.
- Ticket ID anomalies seen in records between Jan–April 2024.
- Departmental crossover triggered inaccurate reassignment flows.

Recommended Audit Fixes:

- * Filter and deduplicate overlapping support entries.
- * Train bot to recognize conflicting notes and escalate accordingly.
- * Apply NLP on Interaction Notes to map root cause frequency.

-- End of Confidential Memo --