MFT Support - Escalation Guide

This guide defines escalation paths for MFT/EDI support issues.

Escalation Levels

Level	Team	Trigger	Contact
L1	MFT Support	Initial query / basic issue	mft-support@company.com
L2	MFT Technical	Unresolved after 2hrs / complex config	mft-l2@company.com
JO	Job Owner	Business impact / approval needed	See TP Master List
Manager	MFT Manager	SLA breach / new TP / termination	mft-manager@company.com

Common Issues & Quick Actions

Issue	First Action	Escalate If
Password Reset Request	Get JO approval, CC JO in reply	JO unreachable for 1hr
Connection Failure	Check logs, verify firewall	Unresolved after 2hrs
File Transfer Stuck	Check BIS Process Monitor	Business-critical delay > 30 min
New TP Request	Collect TP details, get JO sign-off	Setup exceeds 5 days
Protocol Error	Verify protocol settings with TP	Config change needed