Customer Support Ticket Prioritization & Escalation

Escalation Flow Diagram

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1. Purpose of the Escalation Flow

This document describes the **escalation flow** applied to customer support tickets based on priority level and operational risk.

The goal is to ensure that high-impact and time-sensitive issues receive appropriate attention from senior roles without unnecessary escalation.

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2. Scope of the Flow

In scope:

- Priority-based escalation triggers
- Team Lead and Manager involvement
- System-supported escalation notifications

Out of scope:

- Technical notification implementation
- Detailed ticket resolution steps
- SLA calculation logic

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3. Roles Involved

- **Support Agent** – Handles tickets and initiates escalation if required
- **Team Lead** – Reviews escalated tickets and decides next actions
- **Manager** – Handles critical escalations with business impact
- **Ticketing System** – Monitors priority and triggers escalation rules

4. Escalation Flow Description

1. A ticket is created or updated and assigned a priority level
2. The Support Agent begins working on the ticket
3. The Ticketing System evaluates escalation conditions based on priority
4. **If Priority is Low or Medium:**
   o Ticket is handled by the Support Agent
   o No escalation is triggered
5. **If Priority is High:**
   o Ticket is flagged for Team Lead review
   o Team Lead may provide guidance or reassign resources
6. **If Priority is Critical:**
   o Immediate escalation is triggered
   o Team Lead and Manager are notified
   o Management oversight is required
7. The ticket is resolved or further actions are taken as needed

5. Escalation Rules Summary

Priority Level	Escalation Action
Low	No escalation
Medium	No escalation
High	Team Lead review
Critical	Immediate escalation to Team Lead and Manager

6. Notes and Assumptions

- Escalation actions are supported by system notifications
- Manual escalation is permitted when justified
- Escalation decisions are logged for transparency

7. Conclusion

The escalation flow provides a clear and structured approach to handling high-priority and high-risk tickets, ensuring timely involvement of appropriate stakeholders while minimizing unnecessary escalation.

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