

Customer Support Ticket Prioritization & Escalation

Ticket Priority Decision Table

Document Type: Decision Table

Project: Customer Support Ticket Prioritization & Escalation

Version: 1.0

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Date: [aktuális dátum]

1. Purpose of the Decision Table

This decision table defines how ticket priority is determined based on business-relevant conditions.

The objective is to:

- Ensure consistent prioritization decisions
 - Reduce subjective handling
 - Support operational risk management
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2. Decision Conditions

The following conditions are evaluated when determining ticket priority:

- **Customer Type** (Standard / Premium / Enterprise)
 - **Issue Category** (Request / Incident / Outage)
 - **Service Impact** (Low / Medium / High)
 - **SLA Status** (Normal / At Risk / Breached)
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3. Decision Table – Ticket Priority

Rule ID	Customer Type	Issue Category	Service Impact	SLA Status	Resulting Priority
D-01	Standard	Request	Low	Normal	Low
D-02	Standard	Incident	Medium	Normal	Medium
D-03	Premium	Incident	Medium	At Risk	High
D-04	Enterprise	Incident	High	Normal	High
D-05	Any	Any	Any	Breached	Critical

Rule ID	Customer Type	Issue Category	Service Impact	SLA Status	Resulting Priority
D-06	Any	Outage	High	Any	Critical

4. Decision Logic Notes

- SLA Breach always results in **Critical** priority
 - Outage incidents with high service impact are treated as **Critical**
 - SLA At-Risk condition increases priority by at least one level
 - Enterprise customers receive higher prioritization for comparable incidents
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5. Usage and Governance

- The decision table is used by the ticketing system to assign initial priority
 - Manual override is permitted by Team Leads when justified
 - Changes to decision logic require business approval
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6. Conclusion

This decision table provides a transparent and repeatable mechanism for translating business conditions into ticket priority outcomes, supporting consistent and defensible operational decisions.

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