

# Case Lifecycle & Escalation Architecture

**Project Codename:** *Always Be Hustling (ABH)* **Original Architecture Date:** October 5, 2023

## 1. Executive Summary

This document outlines a standardized logic framework designed to manage high-stakes enterprise technical support lifecycles. By defining clear decision paths based on incident severity (P1–P4) and business hours, this architecture ensures maximum system availability and consistent customer satisfaction.

## 2. The Problem Statement

Before this implementation, case routing was manual and lacked a unified "Source of Truth." High-priority (P1) issues risked stagnation without a clearly defined escalation trigger to Technical Account Managers (TAMs) or Tech Leads.

## 3. Key Architectural Features

- **Priority-Based Triage:** The system differentiates between critical P1 outages and standard P2–P4 tickets to allocate resources efficiently.
- **Conditional Decision Nodes:** Integration of "Business Hour" logic determines whether a case is immediately scoped or queued for the following day.
- **Active Monitoring (Milestones):** Integrated "Milestone" checkpoints to verify data and troubleshoot. If unresolved after one hour, the system triggers a "Tech Lead" ticket.
- **Stakeholder Synchronization:** Standardized paths for notifying TAMs and engaging in team standups to ensure cross-functional visibility.

## 4. Technical Workflow (Summary of Diagram)

1. **Ingestion:** Ticket is submitted and assigned.
2. **Triage:** Assessment of P1 status and business hours.
3. **Action:** Customer contact is initiated via call or email based on severity.
4. **Escalation/Verification:** Troubleshooting is validated against milestones; stagnant cases are escalated.
5. **Resolution & Closure:** Tickets are closed only upon confirmed resolution and system-sent follow-up.

## 5. Results

- **Standardized Triage:** Eliminated ambiguity in high-pressure Sev1 environments.
- **Reduced MTTR (Mean Time to Resolution):** Guaranteed technical intervention for complex issues within 60 minutes.

- **Scale:** Provided a repeatable blueprint for onboarding new technical engineers.