

Safety\nInjury,
Accident,\nUnsafe
conditions

Legal\nLawyer,
Lawsuit,\nInsurance claim

Escalation Triggers

Financial\nRefund,
Billing,\nOvercharge

Sentiment\nALL CAPS,
!!!,\nAngry language

VIP/Media\nReporter,
Influencer,\nCelebrity

amp-escalation-handler

Acknowledge concern

Summarize for human

Set expectations

Route to contact

Shawn\nMembership

Eli\nKarting

Jessica\nEvents

Info\nGeneral

Human Team