**PS-18 — Case SLA & Escalation Matrix**

**Intent**  
Ensure REVIEW/BLOCK items get action within set times.

**Actors**  
Case Engine • Escalation Matrix • Notification Service

**Preconditions**

* Severity levels and SLAs defined (e.g., Critical: 4h).

**Flow**

1. **Severity Tag:** Case inherits severity from reason codes.
2. **SLA Timers:** Start/stop on customer responses; pause on holidays (locale aware).
3. **Escalations:** At n% of SLA, ping primary; at breach, route to manager; auto-assign backups.
4. **Breaches:** Banner + report; root-cause field mandatory on close.

**Edge Cases**

* Reassignment resets timers with audit note.
* Mixed-severity items → take highest severity.

**Acceptance**

* Breach rate below target; time-to-first-action recorded.
* Every breach has a root-cause note.

**Innovation**

* **SLA Thermometer** in case header showing time left.