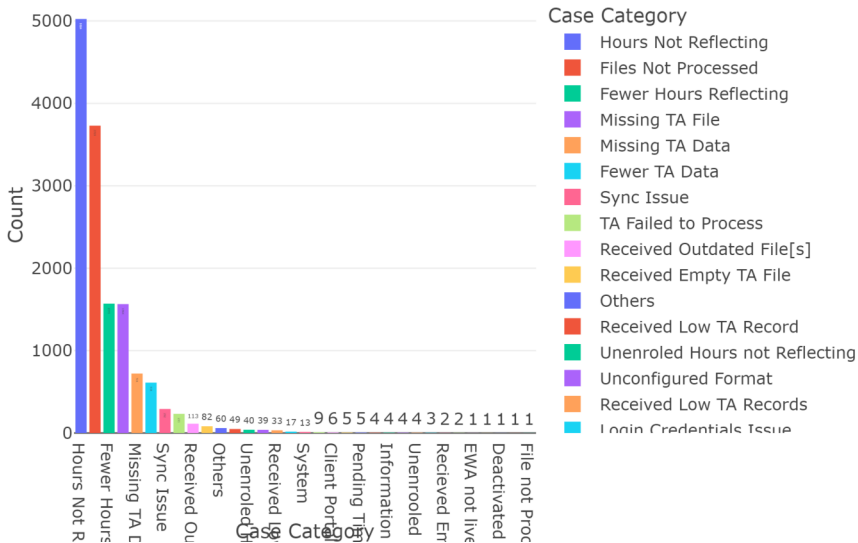
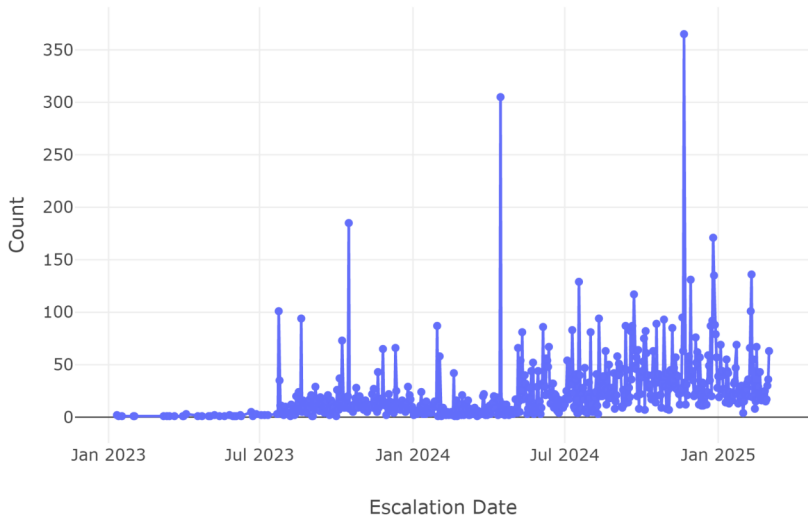




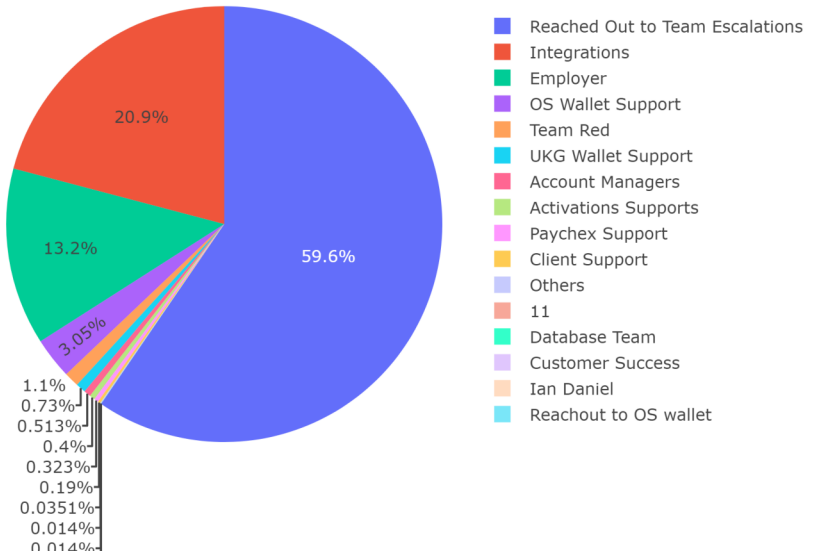
## Escalations by Case Category



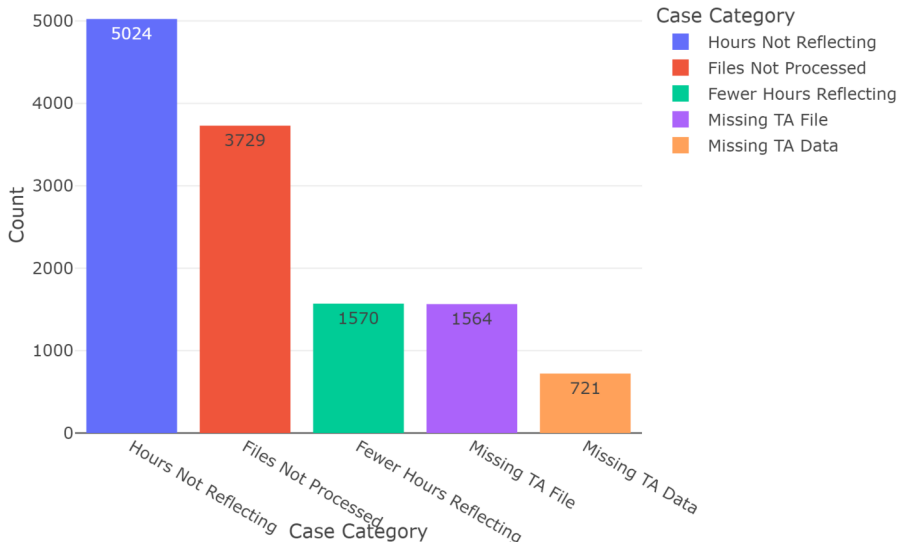
 Escalation Trend Over Time



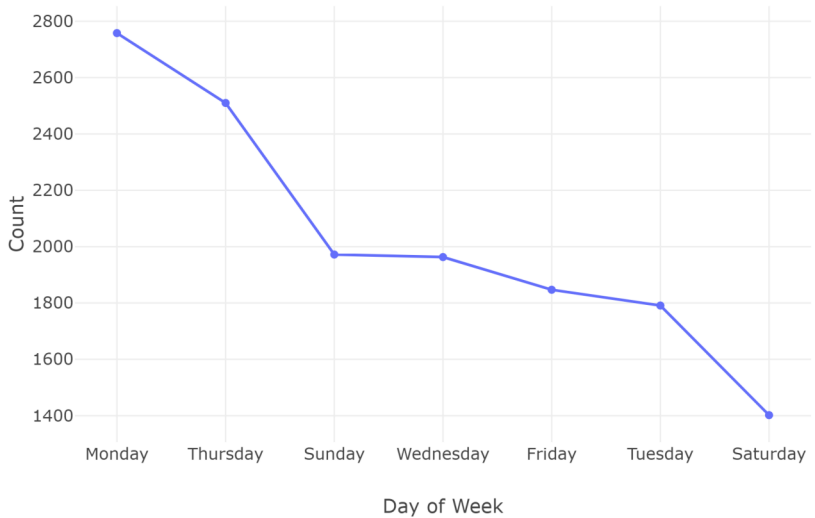
## Escalation Distribution



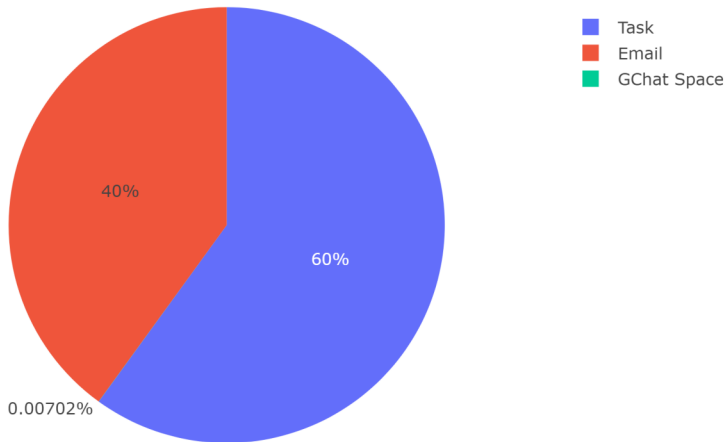
## Top 5 Most Escalated Categories



## Escalation Trends Across the Week



Escalations by Mode



## Escalations by Domain

