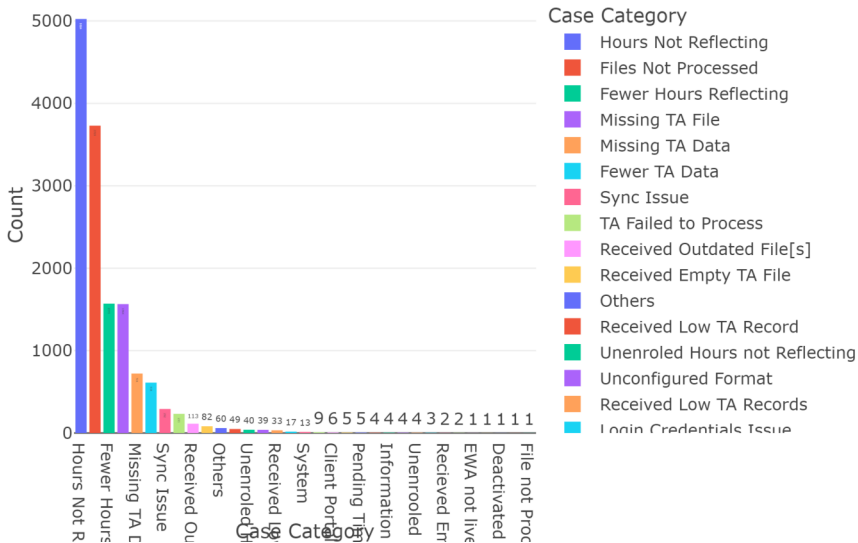
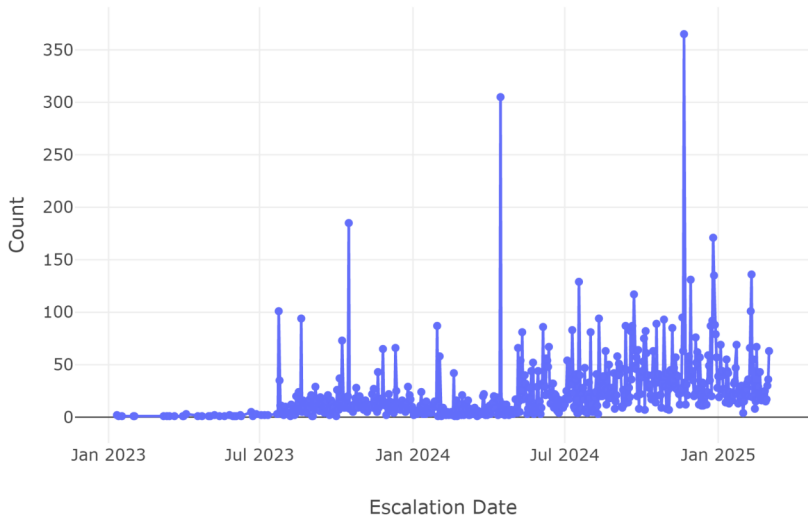




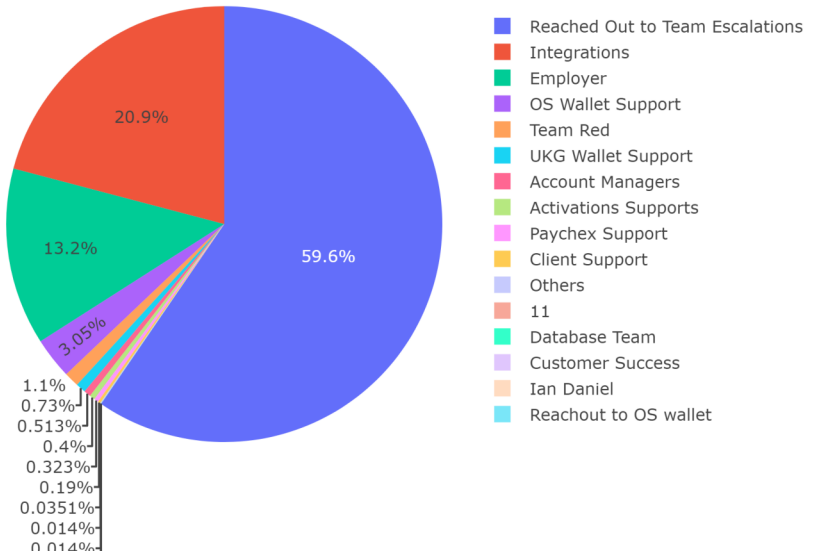
Escalations by Case Category



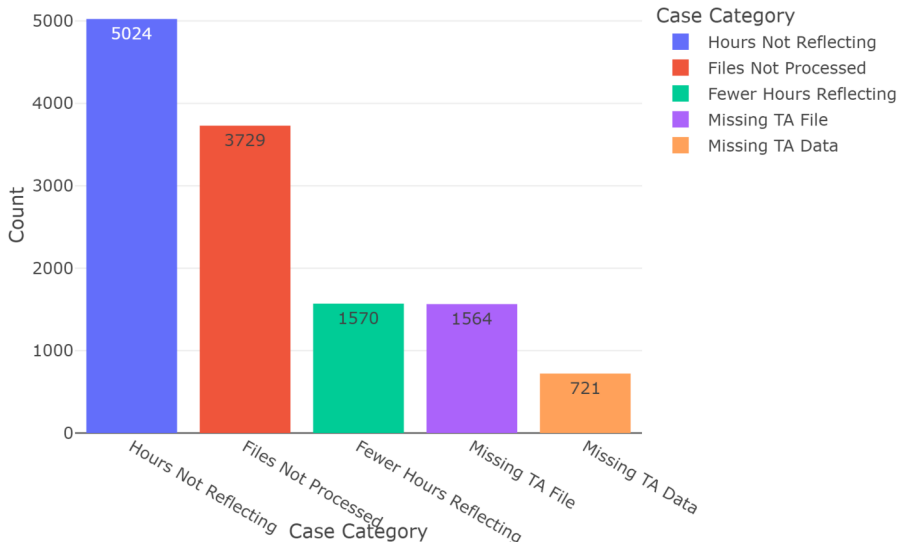
 Escalation Trend Over Time



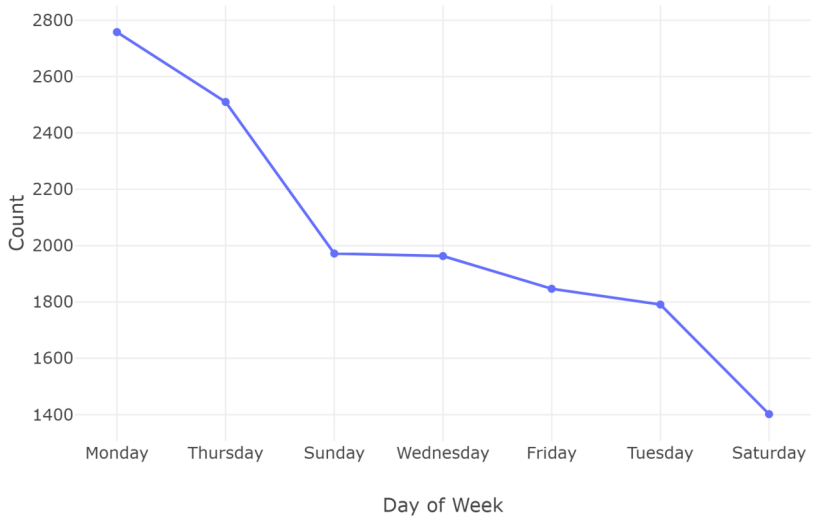
Escalation Distribution



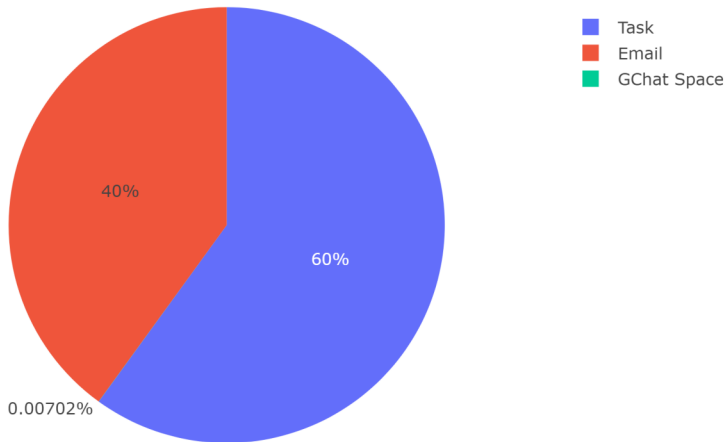
Top 5 Most Escalated Categories



Escalation Trends Across the Week



Escalations by Mode



Escalations by Domain

