**Elixir Escalation**

**Elixir Tickets can be generated by Customer or hub against different hubs(Delivery hub/Pickup center/Mother hub/Bulk Hub)**

**These tickets can be assigned from one hub to other**

**And can have different state like below:**

ASSIGNED

UPDATED

CREATED

NEED\_MORE\_INFO

RESOLUTION\_PROVIDED

RESOLVED

REASSIGN

**To check the progress of the tickets, we have created Escalation Matrices (3 hrs target)**

**Tat- Turn around time**

**In which the ticket reaches from Assigned state to Resolved state**

**The Turn Around Time currently is calculated for all the days not considering business days but considering the business hours (9 am to 9 Pm)**