

Customer Support
Escalation Process

medius

Do you have a technical issue, bug, or problem you're looking to solve? If you can't find what you need from the **Success Portal** or from our self-serve resources, designated users can log in to the support portal and submit a support ticket for technical support and get connected with product experts.

1. Ticket creation

When a customer submits a support request via the portal, the ticket comes to the support queue and is assigned to a **Level 1 Support agent (L1).**

2. Initial review & investigation

The L1 Support agent:

- Reviews the request
- Assignment following review, goes to relevant team, this could be L1 Support, PS Team or Elevate Team
- Relevant Team performs an initial investigation
- Relevant Team works towards resolving, within standard resolution procedures

If the issue is resolved, the ticket is closed.

3. Escalation request

At any point during ticket handling, the customer may request an escalation directly within the ticket, using the escalate button. See addendum, showing how the escalation process can be triggered. Upon activating an escalation request, you will receive a confirmation of the escalation. The relevant team escalation Manager, will be alerted immediately.

4. Escalation assessment

The **manager reviews the situation** considering:

- Issue severity and impact
- Business or operational risk
- Response SLA commitments
- Actions already taken by support

5. Escalation decision

Escalation approved

If the escalation is confirmed:

- The ticket is assigned a **higher priority**
- Internal follow-ups are initiated
- Resolution efforts are **accelerated**
- Investigation continues until resolution
- The customer is informed of progress

Escalation not approved

If the escalation is not approved:

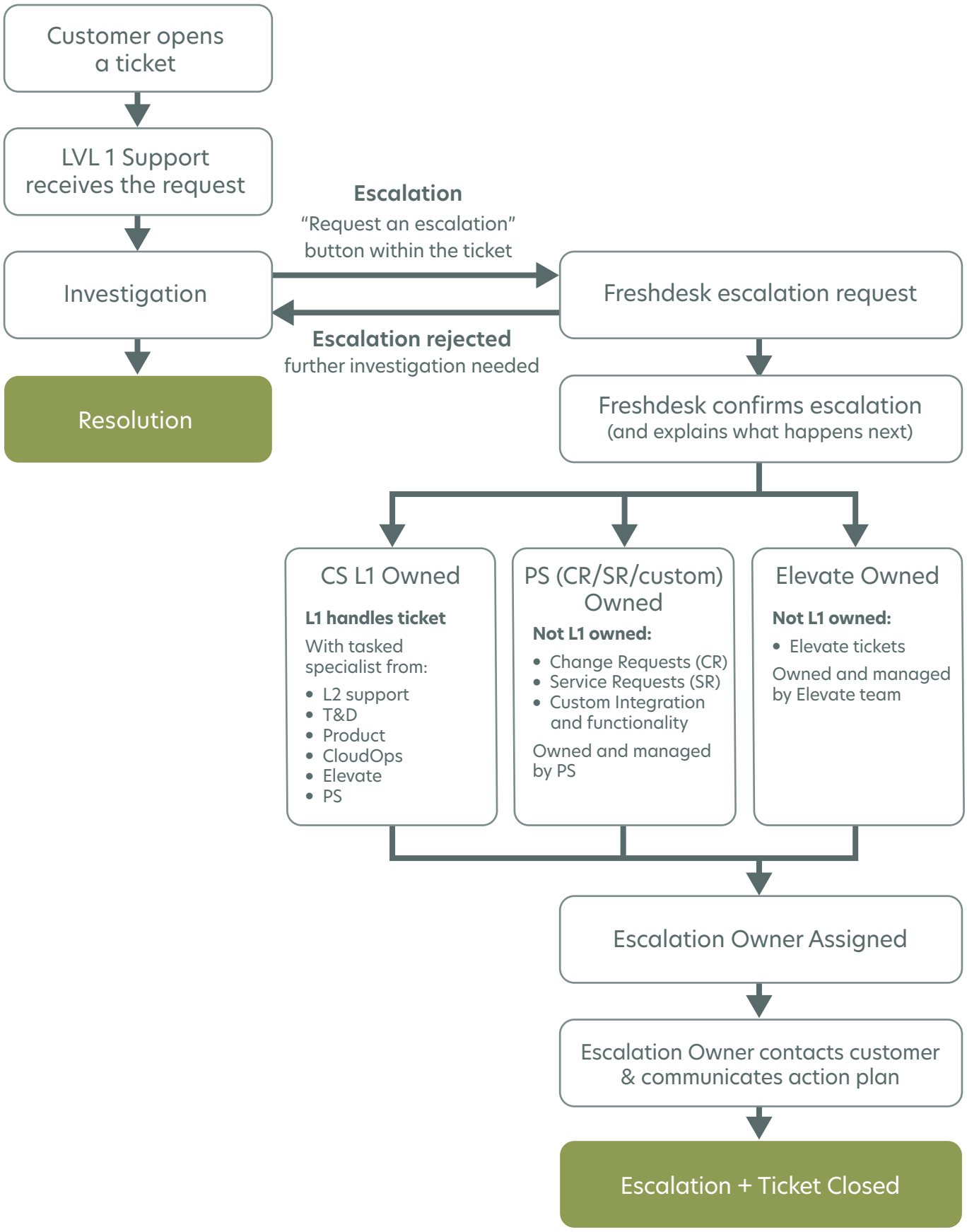
- The Support Agent will contact the customer to explain why the issue does not qualify for escalation
- The customer is reassured of the support team's commitment to resolving the issue
- The ticket continues through the normal investigation and resolution process

6. Resolution and closure

Once the issue is resolved:

- The solution is communicated to the customer
- The ticket is documented and closed according to support standards

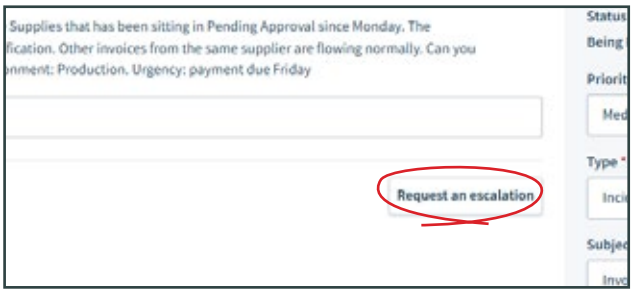
Process overview



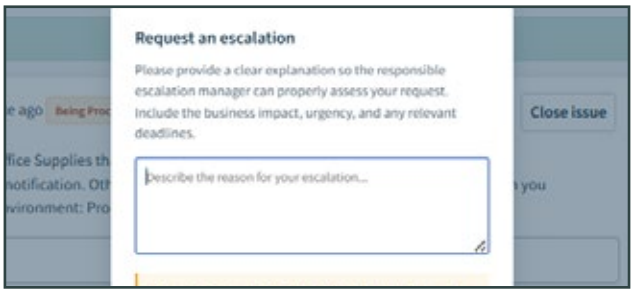
Addendum :

How do I escalate a ticket within Freshdesk ?

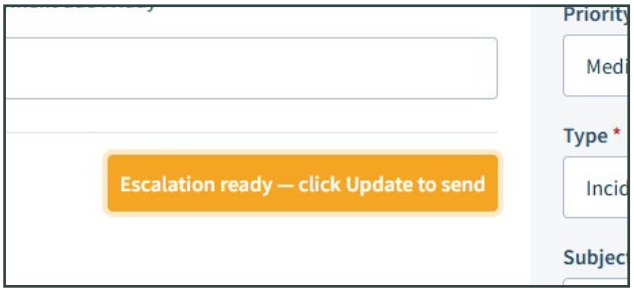
1. Customer clicks escalation button in ticket



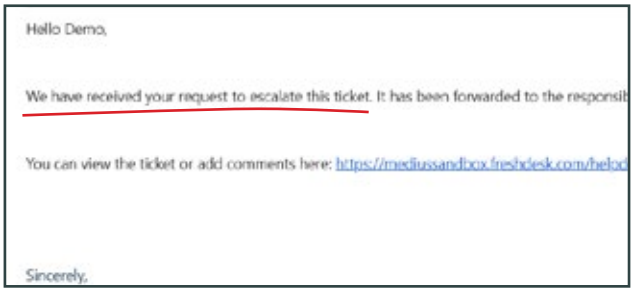
2. Customer provides valid reason for escalating ticket



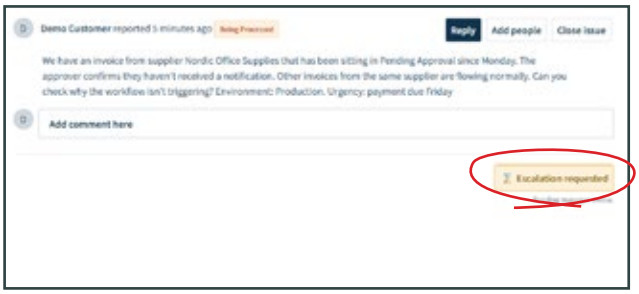
3. Once you finish explaining the reason behind your escalation request, you need to press update to submit it



4. Customer receives an email with the confirmation



5. Escalation manager assesses the escalation request



6. If your escalation is accepted, the below will be shown in the ticket.



7. If your escalation is rejected, the below will be shown in the ticket.



Get in touch
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