



# Customer Support Escalation Process

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
- Performs an initial investigation
- Works toward resolution within standard support 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**.

Upon receiving an escalation request:

- The L1 Support Agent **immediately informs their manager of the escalation**
- The manager reviews and assesses the escalation request
- The ticket is under investigation while awaiting a decision

## 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

