**Basic Problem Escalation
Matrix Template Example**

You can edit this text, customize it with your escalation process details, and change the font or style.

|  | **Role** | **Time** | **Response** | **Escalation** |
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|  | Identify the primary point of contact responsible for handling the issue at this level. | Specify the maximum response time allowed for addressing the issue before escalating to the next level. | Describe the expected action or resolution steps the role should undertake at this level. | Define the next step or role to escalate to if the issue remains unresolved or escalates in severity within the specified time frame. |
| **Level 1** | **Customer Support Representative** performs an initial assessment and troubleshoots. | Respond immediately, within 15 minutes. | Provide quick fix solutions and basic troubleshooting. | Escalate to Level 2 if the issue is unresolved within 15 minutes. |
| **Level 2** | **Senior Customer Support Specialist**handles more complex user issues. | Respond within one hour. | Provide a detailed assessment and complex issue resolution strategies. | Escalate to Level 3 if the issue persists beyond one hour. |
| **Level 3** | **Support Supervisor**oversees issue resolution and team coordination. | Resolve or escalate within four hours. | Coordinate with the support team and offer escalated support tactics. | Move to Level 4 for unresolved issues after four hours. |
| **Level 4** | **Department Manager**manages broader implications and resource allocation. | Respond within one business day to provide a solution or further escalation. | Manage comprehensive problem-solving and interdepartmental collaboration. | Proceed to Level 5 if solutions are not effective within one business day. |
| **Level 5** | **Technical Lead**addresses technical specifics and implementation solutions. | Respond within three business days with a detailed technical resolution. | Provide specialized technical intervention and advanced troubleshooting. | Advance to Level 6 if technical or resource constraints impact resolution. |
| **Level 6** | **Operations Director**ensures strategic alignment and resource availability. | Respond within one week after considering strategic decision-making and resource adjustments. | Oversee strategic planning and high-level resource management. | Escalate to Level 7 for strategic or company-wide issues needing executive attention. |
| **Level 7** | **Vice President of Customer Operations**makes executive decisions on unresolved issues. | An indefinite response window is required for high-level executive involvement. | Decide on executive reviews, policy adjustments, and long-term resolutions. | This is the final review stage; the executive team will determine further action if necessary. |

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