

# Problem Escalation Matrix Template

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Types of Escalation	Level 1 Escalation	Level 2 Escalation	Level 3 Escalation	Level 4 Escalation
Operational Role	Project Team Contact	Project Manager	Account Manager	Sales Manager
Operational Challenges				
Timeline Adjustments				
Guidance Acquisition				
Client Data Issues				
Service Details Concerns				

Types of Escalation	Level 1 Escalation	Level 2 Escalation	Level 3 Escalation	Level 4 Escalation
Operational Role	Project Team Contact	Project Manager	Account Manager	Sales Manager
Material Procurement				
Performance Setbacks				
Subscription Terminations				

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