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**Problem Escalation Matrix
Template**

| **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** |  |  |  |  |
| **Material Procurement** |  |  |  |  |
| **Performance Setbacks** |  |  |  |  |
| **Subscription Terminations** |  |  |  |  |

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