

Basic Problem Escalation Matrix Template Example

Try  **smartsheet** for free

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

	Role	Time	Response	Escalation
	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.

	Role	Time	Response	Escalation
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.

DISCLAIMER

Any articles, templates, or information provided by Smartsheet on the website are for reference only. While we strive to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability, or availability with respect to the website or the information, articles, templates, or related graphics contained on the website. Any reliance you place on such information is therefore strictly at your own risk.