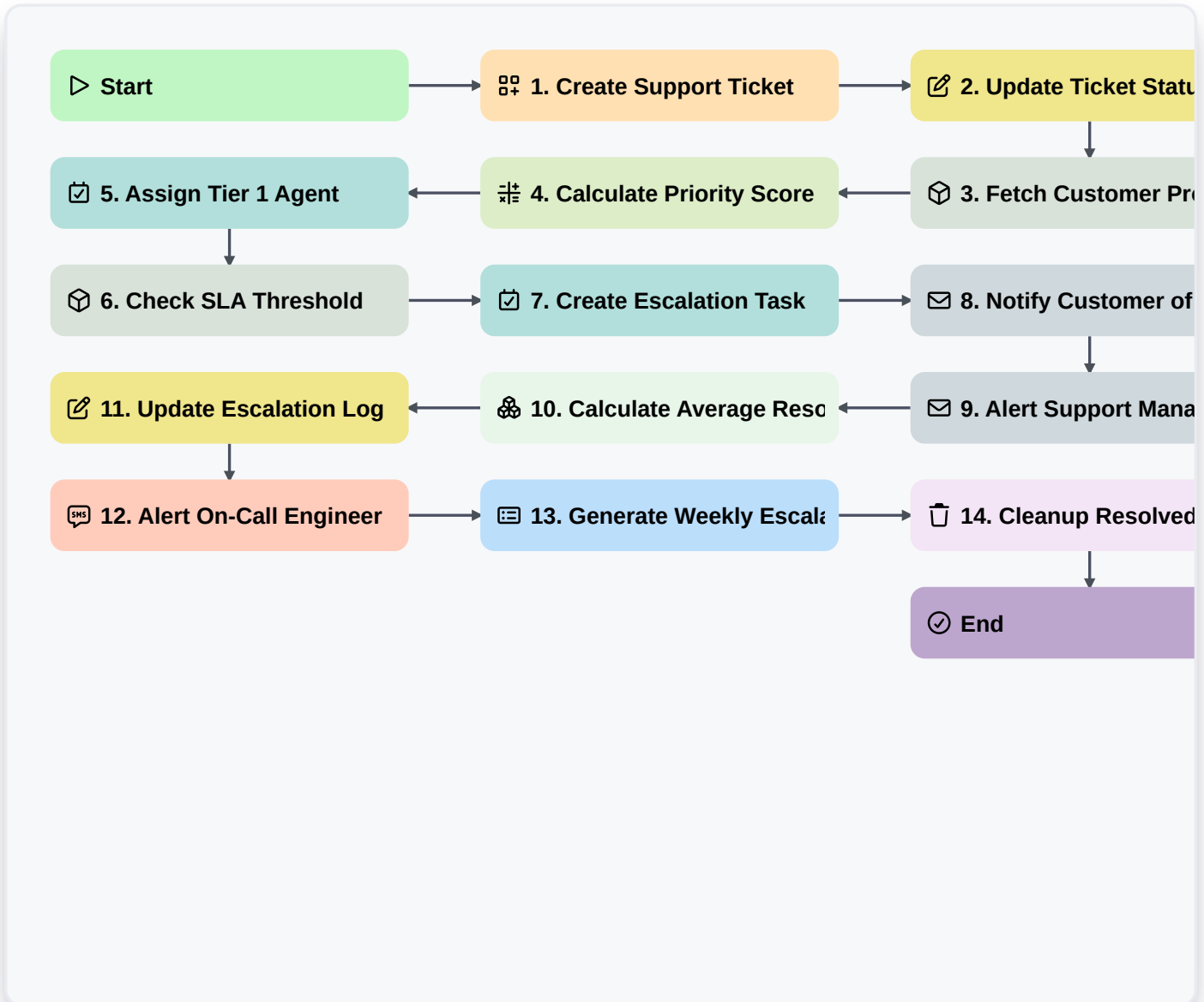


# Customer Support Ticket Escalation Workflow



## Start

Start of the Workflow/Process.

## 1. Create Support Ticket

Create a new entry in the 'Tickets' data model when a customer submits a request.

## 2. Update Ticket Status

Update the status of the ticket entry (e.g., from 'New' to 'In Progress' or 'Escalated').

## 3. Fetch Customer Profile

Retrieve customer contact details and tier (e.g., VIP, Standard) from the 'Customers' data model.

## 4. Calculate Priority Score

Calculate priority based on customer tier and ticket urgency (e.g., VIP + High Urgency = Critical).

## 5. Assign Tier 1 Agent

Create a task for the support team to perform the initial investigation.

## 6. Check SLA Threshold

Retrieve the 'SLA Due Date' from the ticket entry to check for upcoming breaches.



### **7. Create Escalation Task**

Create a high-priority task for Tier 2/Engineering if the ticket meets escalation criteria.

### **8. Notify Customer of Escalation**

Send an automated email to the customer informing them their ticket has been moved to a specialist.

### **9. Alert Support Manager**

Send an email to the Support Manager if a ticket remains unassigned for over 2 hours.

### **10. Calculate Average Resolution Time**

Aggregate all 'Closed' tickets in the last 30 days to calculate the average time to resolution.

### **11. Update Escalation Log**

Update the 'Escalation History' data model with the timestamp and reason for the escalation.

### **12. Alert On-Call Engineer**

Send an SMS to the on-call engineer for Critical (P0) system-down incidents.

### **13. Generate Weekly Escalation Report**

Create a report summarizing the number of escalated tickets vs. resolved tickets for the week.

### **14. Cleanup Resolved Drafts**

Delete temporary or duplicate draft entries created during the triage process.

### **End**

End of the Workflow/Process.