

ESCALATION MATRIX

This slide is perfect for product descriptions

	Role	Time	Response	Escalation
Level 1	Customer Support Representative	10-15 min	• Lorem ipsum is simply dummy text of the printing and typesetting industry	• Unable to resolve • Request to speak to the manager
Level 2	Customer Support manager	15-60 min	• Live support with support team	• Unable to resolve
Level 3	Account Manager	1-2 hours	• Review issue • Assign immediate task delegation	• Unable to resolve • Customer Bad Review
Level 4	Product Manager	Half a business days	• Review issue • Offer incentive to customer	• Unable to resolve • Customer Request to speak to a higher level
Level 5	Director of Product	1-2 business days	• Review issue • Apologize to customer and ensure their issue not taken lightly	• Customer proceeds with closing account
Level 6	Stakeholder	1-3 business days	• Review issue • Apologize to customer • Formulate improvement to a product that directly prevents the issue from arising again	• Formal approval from senior management needed
Level 7	Senior Management	Immediate Resolution	• Review issue • Sign off on a course of action • Consider hiring new talent to solve issue	• NA

Escalation Matrix Template Excel

J Spring



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