# Customer Escalation Matrix

**Purpose:** This document provides a detailed escalation procedure to follow in the event of customer service issues. It outlines the levels of escalation, responsible contacts, and their roles to ensure prompt and effective issue resolution.

## Customer Details

* **Customer Name:** {customerName}
* **Account Number:** {accountNumber}
* **Service/Product:** {service}
* **Primary Contact:** {primaryContact}

## Escalation Guidelines

The escalation process should be initiated when a customer issue is not resolved within the expected service level agreement (SLA). Follow the sequence below and notify the corresponding contact at each level.

## Escalation Levels and Contacts

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Level** | **Role** | **Contact Name** | **Phone** | **Email** | **Response Time (hrs)** |
| {#escalationLevels}{level} | {role} | {contactName} | {phone} | {email} | {responseTime}{/escalationLevels} |

## Issue Categories

The following issue types are subject to escalation:

{#issueCategories}

* {issue}

{/issueCategories}

## Special Instructions

{#hasInstructions}

**Additional Instructions:** {instructions}

{/hasInstructions}

{^hasInstructions}

*No special instructions provided.*

{/hasInstructions}

## Escalation Tracking

|  |  |  |  |
| --- | --- | --- | --- |
| **Timestamp** | **Escalated To** | **Escalation Reason** | **Status** |
| {#escalationLog}{timestamp} | {escalatedTo} | {reason} | {status}{/escalationLog} |

## Document Sign-Off

**Prepared By:** {preparedBy}

**Date:** {date}