# Escalation Request Form

**Purpose:** This document is used to formally initiate an escalation process for customer support issues that are unresolved, critical or require immediate attention due to business impact.

## Requester Information

* **Name:** {requesterName}
* **Department/Team:** {department}
* **Email:** {email}
* **Phone:** {phone}

## Customer Information

* **Customer Name:** {customerName}
* **Account Number:** {accountNumber}
* **Priority Level:** {priorityLevel}

## Issue Details

**Summary:** {issueSummary}

**Date Reported:** {dateReported}

**Issue Category:** {issueCategory}

**Description of Issue:**

{issueDescription}

## Steps Already Taken

{#stepsTaken}

* {step}

{/stepsTaken}

## Expected Impact

**Description of Business Impact:**

{businessImpact}

**Current Workaround (if any):**

{workaround}

## Escalation Justification

**Reason for Escalation:**

{escalationReason}

## Attachments

{#attachments}

* {filename}

{/attachments}

## Escalation Approver

* **Name:** {approverName}
* **Position:** {approverPosition}
* **Approval Date:** {approvalDate}

## Additional Comments

{additionalComments}

{#isUrgent}

This escalation has been marked as urgent.

{/isUrgent}

{^isUrgent}

*This escalation is not marked as urgent.*

{/isUrgent}