

# Problem Escalation Matrix Template Example

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Types of Escalation	Level 1 Escalation	Level 2 Escalation	Level 3 Escalation	Level 4 Escalation
Operational Role	<b>Project Team Contact</b>	<b>Project Manager</b>	<b>Account Manager</b>	<b>Sales Manager</b>
Operational Challenges	Assess and address immediate operational disruptions.	Develop strategic solutions for operational issues impacting logistics.	Engage in client retention strategies during critical operational crises.	Implement sales strategies to mitigate operational impacts on client relations.
Timeline Adjustments	Coordinate to revise or confirm project timelines.	Approve and communicate critical changes to project timelines.	Negotiate service delivery timelines with key clients and partners.	Assess and manage impacts of schedule changes on client commitments.
Guidance Acquisition	Obtain necessary instructions for project continuation.	Provide actionable directives to guide operational excellence.	Liaise with upper management for high-level operational guidance.	Liaise with executive leadership to align operational decisions with business goals.
Client Data Issues	Gather and verify client information required for operations.	Manage the integration and updating of essential client data.	Ensure client satisfaction through accurate and timely data management.	Direct the strategic use of client data to enhance service offerings.
Service Details Concerns	Clarify any confusion regarding service specifics.	Resolve escalated misunderstandings related to changing services.	Mediate complex disputes regarding service agreements.	Make decisive actions on service modifications and enhancements.

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<b>Material Procurement</b>	Facilitate the acquisition of essential project materials.	Authorize and expedite the sourcing of essential logistical materials.	Ensure timely delivery and logistical coordination of materials.	Approve strategies for material procurement that support sales goals.
<b>Performance Setbacks</b>	Identify and resolve performance-related issues.	Formulate strategies to improve service performance.	Communicate with clients about operational performance and remediation plans.	Lead initiatives to restore and enhance service performance.
<b>Subscription Terminations</b>	Handle initial queries and concerns about stopping services.	Oversee and streamline the process for discontinuing services.	Handle sensitive negotiations and resolutions regarding service terminations.	Develop and enforce policies for managing discontinuations effectively.

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