**[A blue and white sign

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**Problem Escalation Matrix   
Template Example**

| **Types of Escalation** | **Level 1 Escalation** | **Level 2 Escalation** | **Level 3**  **Escalation** | **Level 4 Escalation** |
| --- | --- | --- | --- | --- |
| **Operational Role** | **Project Team Contact** | **Project Manager** | **Account Manager** | **Sales Manager** |
| **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. |
| **Material Procurement** | 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. |
| **Performance Setbacks** | 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. |
| **Subscription Terminations** | 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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