**Simple Escalation Matrix
Template**

|  |  |  |
| --- | --- | --- |
|  |  | PROJECT STATE |
|   |   | S1 | S2 | S3 | S4 |
| PHASES | P1 | Critical | Critical | Urgent | Important |
| P2 | Critical | Urgent | Important | Urgent |
| P3 | Urgent | Important | Urgent | Normal |
| P4 | Important | Urgent | Normal | Normal |

|  |  |
| --- | --- |
| Critical |  |
| Urgent |  |
| Important |  |
| Normal |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Level 1** | **Level 2** | **Level 3** | **Level 4** | **Level 5** | **Level 6** | **Level 7** |
|  | Immediate action is required due to potential system failure or significant financial loss. | High-priority issues affecting major functionalities need resolution within hours. | Moderate-urgency problems impacting several users must be addressed within one business day. | Low-urgency issues affecting limited users should be resolved within three business days. | Minor problems with negligible impact should be resolved within the standard response time of one week | Scheduled updates or enhancements can be integrated during regular update cycles | Long-term improvements or requests are planned and implemented as part of strategic upgrades. |
| Sample text | **Immediate Response Required** | **High Priority** | **Moderate Urgency** | **Low Urgency** | **Minor Issues** | **Scheduled Enhancements** | **Strategic Improvements** |
|  |  |  |  |  |  |  |
| Sample text | **Immediate** | **Urgent** | **Prompt** | **Routine** | **Standard** | **Regular** | **Planned** |
|  |  |  |  |  |  |  |

|  |  |
| --- | --- |
| Sample textSample textSample textSample textSample textCustomer Support RepresentativeSupervisorManagerDirectorVice President

|  |
| --- |
|  |

 |

|  |
| --- |
| **DISCLAIMER**Any articles, templates, or information provided by Smartsheet on the website are for reference only. While we strive to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability, or availability with respect to the website or the information, articles, templates, or related graphics contained on the website. Any reliance you place on such information is therefore strictly at your own risk. |