**Simple Escalation Matrix   
Template**[A blue and white sign

Description automatically generated](https://www.smartsheet.com/try-it?trp=12107&utm_source=template-word&utm_medium=content&utm_campaign=Blank+Simple+Escalation+Matrix-word-12107&lpa=Blank+Simple+Escalation+Matrix+word+12107)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  | 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 text  Sample text  Sample text  Sample text  Sample text  Customer Support Representative  Supervisor  Manager  Director  Vice President   |  | | --- | |  | |

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