**Basic Problem Escalation  
Matrix Template[A blue and white sign

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You can edit this text, customize it with your escalation process details, and change the font or style.

|  | **Role** | **Time** | **Response** | **Escalation** |
| --- | --- | --- | --- | --- |
|  | Identify the primary point of contact responsible for handling the issue at this level. | Specify the maximum response time allowed for addressing the issue before escalating to the next level. | Describe the expected action or resolution steps the role should undertake at this level. | Define the next step or role to escalate to if the issue remains unresolved or escalates in severity within the specified time frame. |
| **Level 1** |  |  |  |  |
| **Level 2** |  |  |  |  |
| **Level 3** |  |  |  |  |
| **Level 4** |  |  |  |  |
| **Level 5** |  |  |  |  |
| **Level 6** |  |  |  |  |
| **Level 7** |  |  |  |  |

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