Service Desk Escalation Matrix for Priority Tickets

Date: [Insert Date]

To: [Recipient Name]

From: [Your Name]

Subject: Escalation Matrix for Priority Tickets

Introduction

This document outlines the escalation matrix for handling priority tickets within the service desk.

Escalation Levels

Priority Level	Description	Response Time	Escalation Contact
Priority 1	Critical impact, business operations halted	1 hour	[Escalation Contact 1]
Priority 2	Significant impact, major functionality impaired	2 hours	[Escalation Contact 2]
Priority 3	Moderate impact, limited functionality	4 hours	[Escalation Contact 3]

Escalation Process

1. Identify the priority level of the ticket.
2. Contact the appropriate escalation contact based on the priority.
3. Document all interactions and steps taken.
4. Follow up until resolution is achieved.

Conclusion

Please ensure that all team members are familiar with this escalation matrix to effectively handle priority tickets. For any questions, feel free to reach out.

Regards,
[Your Name]
[Your Position]