












QRC - How to Acknowledge and Close a Management Escalation Task

< Incident Task - ITASK0001127  5  Save and Close Save

* Customer	<input type="text" value="Peter Stampfer"/>   	Number	<input type="text" value="ITASK0001127"/>
* Callback Number	<input type="text" value="+1 415 353-9114"/>	Incident	<input type="text" value="INC2855988"/> 
2 Email Address	<input type="text" value="Peter.Stampfer@ucsf.edu"/>	* Priority	2 - High
Customer Profile Location	<input type="text" value="Room 316, 1855 Folsom Street, San Francisc"/>	4 * State	Closed Complete
Building	<input type="text"/>	Assignment Group	<input type="text"/> 
Room	<input type="text"/>	* Assigned To	<input type="text" value="John Chin"/>  
Unit/Service Area	<input type="text"/>	Escalation Task	<input checked="" type="checkbox"/>
Division	<input type="text"/>		
Site	<input type="text"/>		
* Short Description	<input type="text" value="Escalated Incident Task: Can not update web page"/>  		
1 Description	<input type="text" value="Customer called to get his ticket escalated to the group manager because he has not heard from the ticket assignee and the ticket is a high priority and 10 days old."/>		
3 Work Notes	<input type="text" value="Contacted customer and agreed to target completion within 2 business days. Raised the Urgency on his ticket. Working with assignee to help expedite repair."/>		

1. Review the description of the task to learn why the customer is asking for an escalation. It is also be helpful to review the incident history as well. Talk with the assignee and develop a plan for resolving the ticket.
2. Contact the customer, either by phone call or email. Update the customer with your plan for resolving the ticket. Be sure to get customer agreement on the plan.
3. Document in the Work Notes all details of what was done and what is expected going forward.
4. Set the task State to Closed Complete.
5. Click Save and Close.

It is a good practice to keep track of the progress of all tickets that were escalated to you. If the agree upon plan falls behind schedule, best practice is to follow up with the customer again and inform him or her of the delay. Communication is key to the successful completion of aging or difficult tickets.