

Escalations

Incident escalation procedures depend on the level of service impact according to their assigned priority.

Priority Levels:

Priority 1 (P1) - Complete Service Outage

Examples: Server down, agents unable to log in, operations completely frozen.

Priority 2 (P2) - Service Degradation or Partial Service Impact

Examples: Unable to update information, process errors, a user unable to log into the application, data accuracy issues, inability to upload information.

Priority 3 (P3) - Limited User Impact or Requests That Do Not Affect Service Performance

Examples: Issues that do not impact operations or “Requested Enhancements” such as developments, implementations, integrations, new filters, modifications to existing workflows, or any change outside the scope of the original workflow.

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