Process

Escalation process

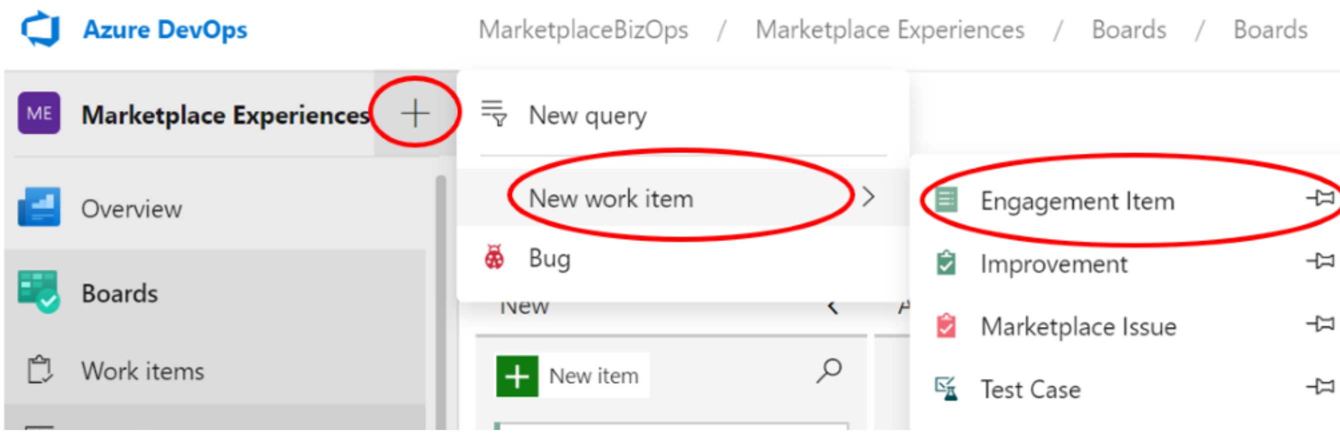
Below is a high-level escalation process:

1. The tier 2 team creates a request for the tier 1 support agent in REDACTED (see: How to create an engagement work item).
2. Tier 1 completes the required fields. To prevent delays in routing, it's important to choose the correct engagement type and assign it to the correct queue (see queue monitoring section).
3. An agent reviews the request for the related queue.
4. When the request is received by the tier 2, the status is updated to **actively working**. This is when the service level agreement (SLA) starts.
5. The tier 2 agent works on the request and provides a daily update.
6. The queue manager makes sure all requests meet the acknowledgement SLA, addresses any requests that have fallen outside of SLA, and makes sure the correct process is followed.
7. When a request is resolved, the state is updated to **solution provided** and assigned back to the original owner.
8. If the issue is resolved, support works with the publisher and then closes the request. If not, they'll assign it back to the agent with any feedback.
    - **Note**: The SLA is only used for the first solution provided.

Creating an engagement work item

To engage with the tier 2 team, tier 1 support will create a request via the tier 2 board, which can be found here. To see how to do this, follow the steps below:

1. Go to the REDACTED board. You'll see **Marketplace Experience** on the left.
2. Select the **plus (+)** icon, and a box will open.
3. Choose **New Work Item**, and then **Engagement Item** in the next box. A new REDACTED request window will open.



4. Add a title, formatting it like this:
    - **[Support ticket] | Issue**
5. Include as much information as possible in the description, including the requestor alias and service request (SR) number.
6. Complete the requested fields, choosing the options that best represents your request.
    - For example, if you're creating a support request, select **Support** from the Source drop-down box.
    - For details about each field, see the table below.
7. Select the appropriate **Engagement Type** and **Offer Type**. If in doubt, see the Engagement type and escalation path section for more information.
    - **Note**: It's important that the correct engagement and offer types are selected as this will make it appear in the correct query and reduce turnaround time.
8. Review the details, then select **Save & Close.**

4.3 Field descriptions

Field	Description
Title	Enter the 15-digit service request (SR) number, a dash, and a descriptive title, such as "12345678910123 - SAS web address doesn't work."
Description	Summary of the issue or request that needs to be solved.
Discussion	Notes for the agent (like leaving a note in an SR when transferring).
Partner Details	
Requestor Alias	Your alias, so the agent can contact you
Partner Name	The company name of the publisher
Seller ID	Publisher's Seller ID
Partner Contact Name	Name of the customer (person) you're helping in the support ticket.

Partner Contact Email	Email of the customer (person) you're helping in the support ticket.
SR Number	The support ticket number this request is linked to.
Escalation Recommended?	Change to **True** if necessary.
Top Partner?	Change to **True** if this is a top partner.
Attachments	Select **+Add File(s)** to attach any files or screenshots the publisher provided.
SLAs	
Acknowledged on time?	Change to **True** if the request was acknowledged within the SLA.
Acknowledged delayed reason	If the request wasn't acknowledged within the SLA, include the reason why here.
Solution provided on time	Change to **True** if the solution was provided within the SLA. • **Note**: This is only the first solution. If a request comes back with more questions or issues, this is still considered as a solution provided on time.
Solution provided delayed reason.	If the solution wasn't provided within the SLA, include the reason why here.
Close reason	Brief note about why the item was closed.
Close delayed reason	If it wasn't closed within the SLA, include the reason why here.
Engagement Details	
Source	Where is the request coming from? • REDACTED
Offer Type	Select the publisher's offer type, for example, Azure Application Offer.
Offer ID(s)	The ID of the offer in question (if there are multiple, make sure to separate each offer with a comma).
Offer Name(s)	The name of the offer in question (if there are multiple, make sure to separate each offer with a comma).
Related Work	
	Use this field to add links to parent and/or child tasks (optional).
Work item state **(**This is the state the request is in).	
New	The request has just been created and assigned to CMO.
Actively working	The request is currently in process and being worked on.
Waiting on publisher	More information is needed by the publisher to help them, so we have reached out and are waiting for a reply.

Waiting on internal	More information is needed by tier 1 support, so we have reached out and are waiting for a reply.
Solution proposed	The issue has been resolved by REDACTED and the case reassigned back to tier 1 support.
Closed	The request is resolved and closed.