Escalated ticket — what it carries on arrival

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Document issued on 09/11/2026

Escalation to level 2 · fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for the demonstration. **The decision to escalate belongs to the technician** — the agent hands it back in forty seconds, file built, hypotheses eliminated and priority grid applied. *Escalation is the passing of a ticket to a more expert level; a queue is a team's ticket list.*

The content of the transmitted ticket

Heading	Value	Why it is there
Category and queue	**Access and authentication — “core” queue**	**With the reason for the choice in one line: level 2 challenges the routing in three seconds instead of reopening the file**
Priority	**High**	**Blocking business application, 4 people affected, department open to the public, counter opening at 9 a.m. — the department's priority grid applied exactly as written**

Heading	Value	Why it is there
Workstation and timestamp	Workstation identifier, 8.05 a.m.	Taken from the asset manager, not retyped
Application client version	Version installed after the overnight update	Level 2 immediately knows what changed
Linked reports	**3**	**Same application, same window — the incident may be collective**
Steps already tried	3, with their outcome	**None is repeated by level 2**

The hypotheses already eliminated

Hypothesis	What rules it out	Time saved at level 2
Site network	**18 other workstations in the same building are working**	One on-site check
The officer's account	**Successful authentication on another workstation 20 minutes ago**	One call to the directory and one log reading

The time this moves

Item	Before	With the agent	Over the year
Triage and routing of a ticket	**60 % of the ticket's time — 12 minutes**	**18 % — 3 minutes 36**	**546 hours across 3,900 level 1 tickets**

> **A ticket that arrives complete does not only save time:** it spares level 2 from calling the person back to ask again what they have already explained once. **That is the part of the gain the service user sees.**

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