Forty-one escalations, thirty-three questions already answered

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **Second line starts from the beginning, and that is rational: it has nothing else.**

Content of the escalation	Before	After
Initial symptom	**Yes**	**Yes, in the customer's words**
Exact product version	**No**	**Yes**
Manoeuvres tried and their result	**No**	**Yes**
What was ruled out, and why	**No**	**Yes**
What is left for level 2 to check	**No**	**Yes**

Saying what you did not look at is worth more than letting people assume you looked at everything. Second line starts where first line stopped, and it knows where that is.

Across the 41 escalations with no history	Count
Second line's first question already answered	**33**

A customer who explains again understands that nothing was passed on — that is when they stop believing in support, not when the fault drags on.

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