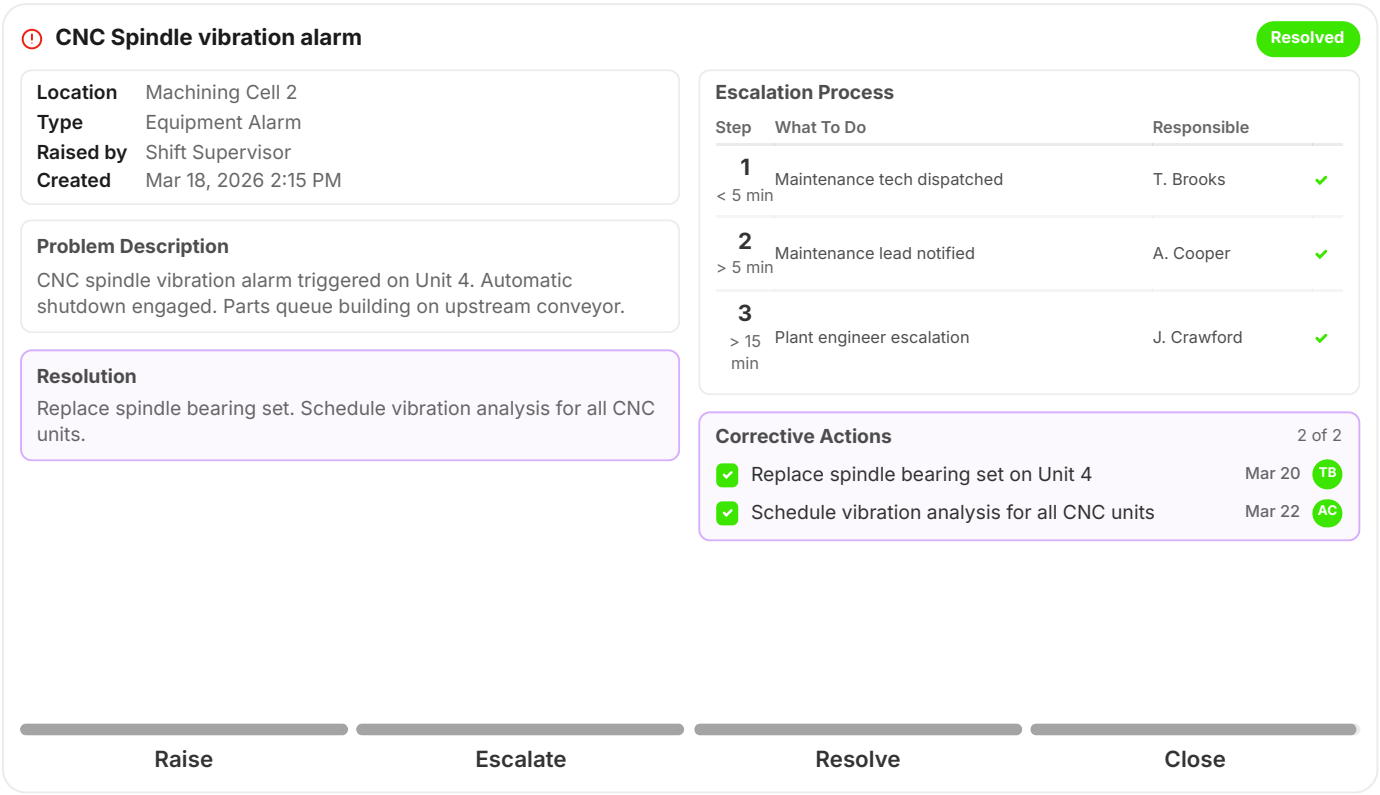
Right problem, right level, right time.

When the team can't resolve it, structured escalation moves it to the right person, fast. No more problems stuck at the wrong level.



Problems sat at the wrong level

A production issue sat with a team leader who did not have the authority to fix it. Three days passed. Or it bypassed two levels and landed on a director's desk with no context and no record of what was already tried.

Now issues find the right owner

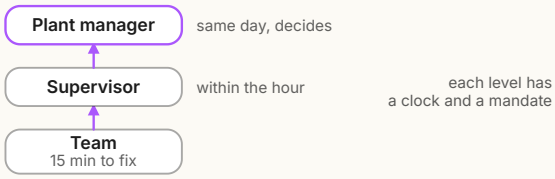
TeamGuru creates structured escalation paths with a time limit at every level. One click moves an issue up, and the next level opens the same record with its comments and attachments. Time-based auto-escalation ensures nothing stalls.

- **The same record at every level**
- **Start and end of each level on record**
- **Timed auto-escalation rules**
- **Closed with who and when**

What you get

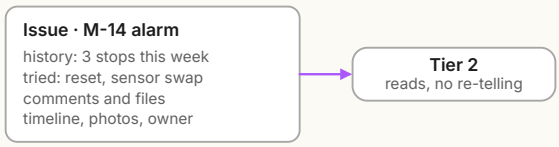
Structured escalation tiers

Define clear escalation paths: team to shift leader to area manager to plant director. Each level has its people or user groups and a time limit before it moves up.



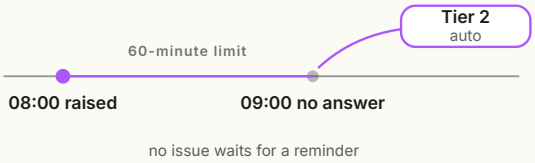
Context preservation

When a problem escalates, the next level opens the same record: the original issue, comments on what was tried, attachments and the level timeline.



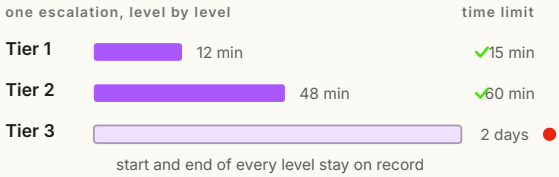
Time-based auto-escalation

If a problem is still open when its level's time runs out, it moves up on its own. Each person is reached by email or SMS.



Every level on record

The start and end of each level are saved, with who closed the escalation and when. Look back at any escalation and see where it waited.



Try it with a problem you escalate today.
Ask for a demo and a free 14-day trial.

www.teamguru.com