

## Escalation Threshold Checklist

- **Issue Complexity:** Is the issue significantly complex, beyond what you can resolve within your scope?
- **Repetitive Concerns:** Has the caller raised the same issue multiple times without resolution?
- **Uncooperative Caller:** Is the caller uncooperative, unwilling to engage in a productive conversation, or becoming verbally abusive?
- **Policy Conflicts:** Does the issue involve conflicting interpretations of company policies or procedures?
- **Legal or Regulatory Implications:** Could the issue have legal or regulatory implications that require a licensed Agent to handle?
- **Threats or Harassment:** Is the caller making threats, engaging in harassment, or using hate speech?
- **Impact on Customer or Organization:** Could the unresolved issue significantly impact the customer's satisfaction or our client's reputation?
- **Repeated Escalations:** Has the call been escalated previously, and the issue remains unresolved or escalated again for the same reason?