

## Question

How do I escalate a Case?

## Answer

An **escalation** is a request from a customer concerning a specific Case that has been opened with Ellucian Global Support. The Case is business-critical and requires a faster resolution than what is being provided through the resolution process.

If the priority of your Case needs to be **elevated**, this can be done by editing the Case and changing the priority. This update will alert the analyst assigned to the Case that more attention is needed.

## Service level objectives / Target response times

Ellucian's service level objectives for response time are based on a combination of the customer-assigned priority of the case, using the priority guidelines in the table above, and the contracted maintenance level for the product. The target response time is the time by which you can expect an Ellucian software support analyst to initially contact you to begin evaluation of the issue or problem reported in the case.

Case Priority	Advantage	Advantage Plus
Priority 1 – Critical	2 business hours	1 hour
Priority 2 – High	4 business hours	4 hours
Priority 3 – Medium	1 business day	24 hours
Priority 4 – Low	3 business days	72 hours

Table 2 – Target initial response times

If you are not comfortable with the progress on a Case, if the support provided to you is not satisfactory, or if you feel further escalation is needed, please contact the appropriate Escalation Manager / Action Line Director listed below. Escalations should only be made after the standard Case management process has been given an appropriate amount of time to **review the issue and/or find a resolution or workaround and all requested information has been provided to the Action Line**.

*See guidelines below for the appropriate amount of time before an escalation can be requested.*

Case Priority	Time before escalation can be submitted	
	Advantage	Advantage Plus
1	4 business hours	2 hours
2	8 business hours	4 hours
3	2 business days	1 business day
4	3 business days	2 business days

**Please include in your escalation the following:**

- Ensure the escalated issue exists in the Ellucian Support Center
- Review the issue for current information
- Contact the Escalation Manager and include:
  1. Account & contact person at the site
  2. Case number
  3. Impact to operations
  4. Workarounds or alternatives considered or in place (if any), and why they may not be acceptable
  5. Date by which a resolution is needed

Escalation Manager	Product	Phone	Email
Dan Hurley	Banner Accounts Receivable  Banner Student eTranscripts  International Student and Scholar Management (ISSM)	+1 (315) 350-0335	<a href="mailto:Daniel.Hurley@ellucian.com">Daniel.Hurley@ellucian.com</a>

Brian Murphy	Apply Ektron – WCMS Elevate Ellucian Award Ellucian CRM Advise Ellucian CRM Advance Ellucian CRM Recruit Ellucian Smart Plan Ellucian Transfer Journey SmartCall Student Financial Success	+1 (703) 261-2675	<a href="mailto:brian.murphy@ellucian.com">brian.murphy@ellucian.com</a>
Cheryl Marcotte	Advance Web Banner Advancement Banner Finance Banner Financial Aid Banner HR	+1 (610) 578 5543	<a href="mailto:Cheryl.Marcotte@ellucian.com">Cheryl.Marcotte@ellucian.com</a>

Dave Lombardo	Middleware  Banner Document Management (BDM)  Banner Application Navigator (AppNav) Banner Extensibility  Banner General Banner Technical/Oracle  Business Objects  Degree Works Operational Analytics (CROA) ePrint Ellucian Insights (BI) Ellucian Ethos Ellucian Experience Ellucian ILP Ellucian Intelligent Processes (EIP) Ellucian Mobile Ellucian Solution Manager (ESM) eProcurement Luminis Identity	781-672-1819	<a href="mailto:dave.lombardo@ellucian.com">dave.lombardo@ellucian.com</a>
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	Management (BEIS) Integration ODS Workflow	
Alex Blough	Colleague Accounts Receivable Colleague Data Orchestrator Colleague Finance Colleague Financial Aid Colleague HR Colleague Reporting and Colleague Student & Core Colleague Systems & Tools Customer Success / Customer	703-261-2441 <a href="mailto:alex.blough@ellucian.com">alex.blough@ellucian.com</a>

	Center PowerCampus		
Esther Garcia	LAC Localizations	+52 2222-098690	<a href="mailto:esther.garcia@ellucian.com">esther.garcia@ellucian.com</a>
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NOTE: If you are escalating a Priority 1 System down and are unable to reach the designated escalation point person above, please open a P1 Case referencing the case to be escalated and/or call our hotline at 1-844-358-7222 and/or send an email to [actionline@ellucian.com](mailto:actionline@ellucian.com).

This will alert our off-hours team of the escalation.