

# Escalating a Support Case


When you contact Support, a Support Agent gathers the details of the issue and opens a support case. Many issues are resolved at this stage. Some issues will not be resolved during the initial contact. If the case remains open, the technician will confirm the case priority and will provide an open case number to reference and an explanation of what action is being taken.

If the priority of the request needs to be updated, or the case is not being serviced according to your expectations for the priority, you may wish to escalate the case.

A case may be escalated through a phone call to your Support Organization. Requests for escalation are best placed during high availability hours. Placing a call for follow-up or escalation during normal working hours will result in immediate action on the case. Requests for follow-up or escalation placed outside normal working hours will be serviced during the next business day.

You may also escalate a case through the portal.

Begin by locating the existing open support case in My Cases.

My Cases | Create a Case | Patricia Leino

Home > My Cases

## My Cases

Apply

Clear

Case Id

Product Suite

☐ DAX

☐ Document Pro

☐ Eagle

☐ EDEN

☐ Education Solution

☐ EnerGov

More

Priority

☐ 1 - Critical

☐ 2 - High

☐ 3 - Medium


☐ 4 - Non-Critical

Status

☐ New/Not Started

☒ Open

My Cases - Open



Create a Case

Export Cases

Id	Created On	Status Reason	Case Title	Priority	Assigned To	Product Suite	Product Module	Program	Recommended Version	Customer	Primary Contact	Modified On
6117314	3/19/2018 7:05 AM	Open	I'm looking for the general billing invoices import form to import invoices for collection	3 - Medium	Patty Leino	MUNIS	General Billing	Import/Export		Munis, A Tyler Technologies Company	Patricia Leino	3/20/2018 1:42 PM
6088345	3/13/2018 11:29 AM	Open	Looking for the latest fiscal year end documentation	3 - Medium	Patty Leino	MUNIS	General Ledger	Year End		Munis, A Tyler Technologies Company	Patricia Leino	3/13/2018 11:33 AM
6117322	3/20/2018 11:46 AM	Open	Questions about new month end processing	1 - Critical	Patty Leino	MUNIS	General Ledger	Month End Manager / Processing		Munis, A Tyler Technologies Company	Patricia Leino	3/20/2018 12:10 PM

Click on the Id to access the case detail:

## Questions about new month end processing [🔗](#)

Technical Support | Active - Open

[Close Case](#) [Escalate Case](#) [Print](#)

**Priority:** 1 - Critical  
**Id:** 6117322  
**Assigned To:** Patty Leino  
**Date Created:** 3/20/2018 11:44 AM  
**Last Modified On:** 3/20/2018 12:10 PM  
**Primary Contact:** Patricia Leino  
**Customer:** Munis, A Tyler Technologies Company  
**Product Suite:** MUNIS  
**Product Group:** Financial  
**Product Module:** General Ledger  
**Program:** Month End Manager / Processing  
**Version:** 11.2.0.0  
**Recommended Version:** —

**Timeline:**

[+ Add Comment](#)

Modified on 3/20/2018 12:10 PM

Hello;

Thank you for your questions. I'll start by sending you the month end manager how to document. Take a look at it and then give me a call to discuss.  
Thank you!  
Patty

[Expand Notes](#)

File Name	Modified	File Size	
<p>🔔 There are no documents available for the current record.</p>			
<input type="button" value="Choose Files"/> No file chosen		<input type="button" value="Upload"/>	

Max File Size 25MB

Begin by adding a comment to the case that explains the need for escalation. Click **Add Comment**:

[+ Add Comment](#)

Enter a few short sentences explaining the need for escalation in the box marked *Comment*.

Add a Comment

\* Comment

Submit

Cancel

Click **Submit** to post the comment. Please be as specific as possible regarding the reason for the escalation. Suggestions include:

- Previously communicated deadlines have changed

- Extra work resulting from no work-around, or cumbersome work-around
- Number of staff or offices impacted by this issue
- Financial penalties resulting from this issue
- Legislative deadlines associated with this issue
- Issue may delay an upgrade, new server or new module go-live
- Issue is creating severe performance issues

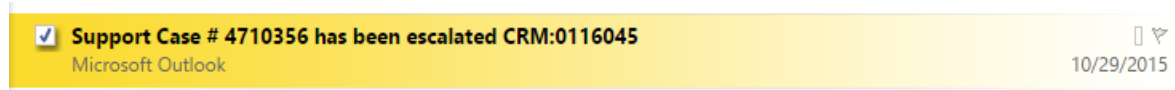
Click the Escalate Case button:



The escalated status now displays on the case detail screen:



The system alerts the support representative via email to the request for escalation:



The escalation is logged in the support case:

