

GSGLA Tier Chart Update- 3/2018

Tier 1 cases are considered knowledge based (escalate 8.5 business hours)

- First contact with customer
- For cases that have solutions (should be attached to case)
- Bank letter requests with no issues or bank letter inquiries

Tier 2 cases are considered decision based or need additional research or waiting for customer to respond (escalate 25.5 business hours). Once they are reassigned back to owner they will not escalate again.

- When reassigned to department specialists or queues
- Troop transfer requests from leader
- Cases marked researching
- Cases marked waiting for customer
- Troop wants to opt out of Opportunity Catalog
- Duplicate accounts needing to be merged
- New parent has not heard from the leader
- Sensitive issues
- Property reservations

Tier 3 cases are any cases that are manually assigned to the Management Queue (so a manager can provide assistance) or fall under these types (these do not escalate but are counted in average hours to close a case)

- BOGO requests/approvals
- Certificate of Insurance (COI) requests
- Bank letter requests for changing signers and/or for signers needing to complete requirements
- Duplicate accounts needing to be merged
- Out of council registrations
- Refund requests

Tier 4

Tier 4 cases are those that fall outside of normal escalation rules, designated by leadership and only used for the following types of cases:

- FA approvals
- Disbanding troops
- Troop audits
- Helping find a troop for girl
 - Girls in wrong level troop-
 - Leader doesn't have space in troop
- Program event cancellations/waitlists or transfers to other programs
- Council to council (C2C) transfers
- NSF checks (people who bounced checks with the council or a troop) or Delinquencies (people who owe the council money)
- External tickets such as ones sent to GSUSA CES and Doubleknot Support, if the issue has been taken care of for the customer
- Major troop/Service Unit/personal conflicts that are being managed by a Supervisor/Manager or that require mediation

The leadership team will monitor Tier 4 cases to ensure appropriate use.