Fictional example · AI draft

Escalation brief for a specialist

Your input

Which customer and product is it?	Example Logistics, the customer portal for shipments
What is the customer experiencing?	Since Monday, Example Logistics' customers haven't seen any tracking updates in the portal.
What has been tried?	Cleared the cache, logged in again and tested with two accounts. Updates are missing for both.
What does it mean for the customer?	About forty customers are now calling Example Logistics' customer service instead of checking themselves.
What do you want to know from the specialist?	Is it the integration with the carrier or the portal itself?

Brief for the specialist

> Summary for the specialist
>
> Since Monday, Example Logistics' customer portal hasn't shown tracking updates, across several accounts. The question is whether the cause lies in the carrier integration or in the portal.

Urgency

High: while it lasts, the customer is getting extra calls from its own customers.

What's established

Clearing the cache, logging in again and a second account have been tried. That makes a single-user problem unlikely.

What's still missing

The time of the last update that did come through, and whether anything changed in the integration or portal on Monday.

Message to the customer

We've passed your report to a specialist. We'll let you know the cause or what further information we need.

Check first

See whether the carrier is reporting an outage itself before the specialist starts investigating.

This is an AI draft based on your input. AI hasn't looked anything up or checked anything. Review it before you use it.