

# Escalating an Issue

## Summary

Most questions can be handled directly in the BuilderPal AI Chat or by a live support agent. However, some issues require deeper technical review or engineering involvement. Escalating an issue ensures these problems are prioritized and resolved quickly so they don't block your work, delay projects, or affect payroll, or impact subcontractors.

## How It Helps

Escalation puts your issue in front of the right specialists immediately. It prevents small glitches from becoming major roadblocks and keeps projects, teams, deadlines, and payments moving smoothly.

## How It Works

There are two ways to escalate an issue:

### **Recommended - Escalate directly in the support chat**

1. Click the BuilderPal helmet icon in the bottom-right corner of the app.
2. Start a chat with the AI or live agent.
3. Simply type "I need to escalate this issue" (or just "escalate").

A live agent will take over and, if needed, instantly forward the case to technical or engineering teams.

### **Alternative - Submit a support ticket**

If chat is unavailable or agents are offline:

- Open the helmet → **Support Form**
- Fill in your details and describe the issue
- Include the word "escalate" (and "Urgent" if it's blocking work)

The ticket will be assigned as soon as an agent is available.

After escalation, you'll receive updates in the same chat thread or via email until the issue is fully resolved.

## When to Use

Escalate when any of the following occur:

- A feature behaves unexpectedly or is clearly broken
- Projects, actions, bids, timesheets, or documents are stuck or showing errors
- A user cannot access something they should be able to
- You see repeated errors or glitches
- The issue is actively blocking work, payroll, bidding, deadlines, field access, or safety/compliance documents

If it's impacting your team or subcontractors right now → escalate immediately.

## Next Steps

Open the BuilderPal helmet in the bottom-right corner and tell us exactly what's happening. For payroll, deadline, or field-access issues, add the word "Urgent" so we prioritize it accordingly.

## FAQ

### How fast are escalated issues resolved?

Urgent or blocking issues are typically resolved same-day or next business day. Non-urgent issues are usually fixed within 24–48 hours.

### What's the difference between normal chat and escalation?

Normal chat handles quick questions. Escalation routes the case to senior support, tech leads, or engineering for deeper investigation.

### Will I get updates on my escalated issue?

Yes — you'll receive status updates in the original chat thread or by email until resolution.

### What if I can't open the chat helmet?

Email [support@builderpal.com](mailto:support@builderpal.com) with "ESCALATE - [short description]" in the subject line and full details in the body.

### Do I need to include screenshots?

Not required, but strongly recommended — screenshots or screen recordings speed up diagnosis dramatically.

## Related Articles

- [Getting Started](#)
- [Upload Types](#)
- [Message in Job Chat](#)

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