

# SupportAgent RAG Sample - SLA and Escalation

## Purpose and target agent

This sample PDF is designed for SupportAgent. It provides escalation and SLA rules that can be retrieved by RAG.

Agent	support_agent
Primary tool examples	abrir_ticket, consultar_ticket, escalar_atendimento
Recommended namespace	support_agent or default
Typical identifiers	protocol, ticket_id, customer_key

## SLA categories

Support tickets are classified as low, medium, high or critical. Critical issues include total service outage, data loss risk, security incident or repeated failure affecting production.

Severity	Target response
low	Two business days
medium	One business day
high	Four business hours
critical	One business hour

## Escalation policy

The SupportAgent should escalate when the user reports production outage, repeated failure after troubleshooting, financial impact, security risk or missed SLA. The agent should collect evidence before escalation, including error message, timestamp, affected customer and business impact.

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Escalation checklist:  
1. Confirm affected service.  
2. Collect timestamp and protocol.  
3. Check previous ticket status.  
4. Escalate only when criteria are met.
```

## Recommended retrieval validation questions

- What is the target response for a critical ticket?
- When should support\_agent escalate an issue?
- What evidence should be collected before escalation?
- What severity applies to production outage?