# VIP Ticket Routing with SLA Override – Workflow Documentation

## Use Case

Automatically escalate tickets from executive-level requesters. This includes applying a dedicated VIP SLA policy, assigning direct tickets to the VIP Support Team, and notifying team leads for immediate attention. This helps ensure priority handling and an optimized customer experience for senior leadership.

## Trigger

The ticket is created

## Condition

Requester Type = Executive

## Actions

* Assign to VIP Support Team
* Apply VIP SLA policy
* Notify the team lead via email

## ITIL Practices Involved

* Incident Management
* Service Level Management
* Customer Experience Optimization

## Workflow Node Breakdown (Freshservice)

* Event Node – Ticket is created
* Condition Node – Requester Type = Executive
* Action Node – Assign Group = VIP Support Team
* Action Node – Set SLA Policy = VIP SLA
* Action Node – Send email to VIP team lead