Proposed system:

* In connect us -> reports -> feedback, when the user (toll free team) edits and updated the data generated from the filters, then the user can see a new button (check box) in actions for the escalation. When the user clicks on that button, the data is escalated to the feedback escalation menu.
* In connect us -> reports -> feedback escalation, the user (operation team) will edit all the data and selects the data and clicks on escalate button.
* Based on priority, the tickets will be created in the ticketing system. The tickets are directly passed and shown accordingly.