

# Escalation and Technical Support Process

The attached PDF outlines the Online Scoring and Reporting System (OSRS) customer escalation process for the OSRS web system.

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Web Support -> Q-global (Online Scoring and Reporting System) -> Support Documents -> Escalation and Technical Support Process

<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4461>