



# How to Escalate Your LinkedIn Support Request.

# In this chapter you will learn.

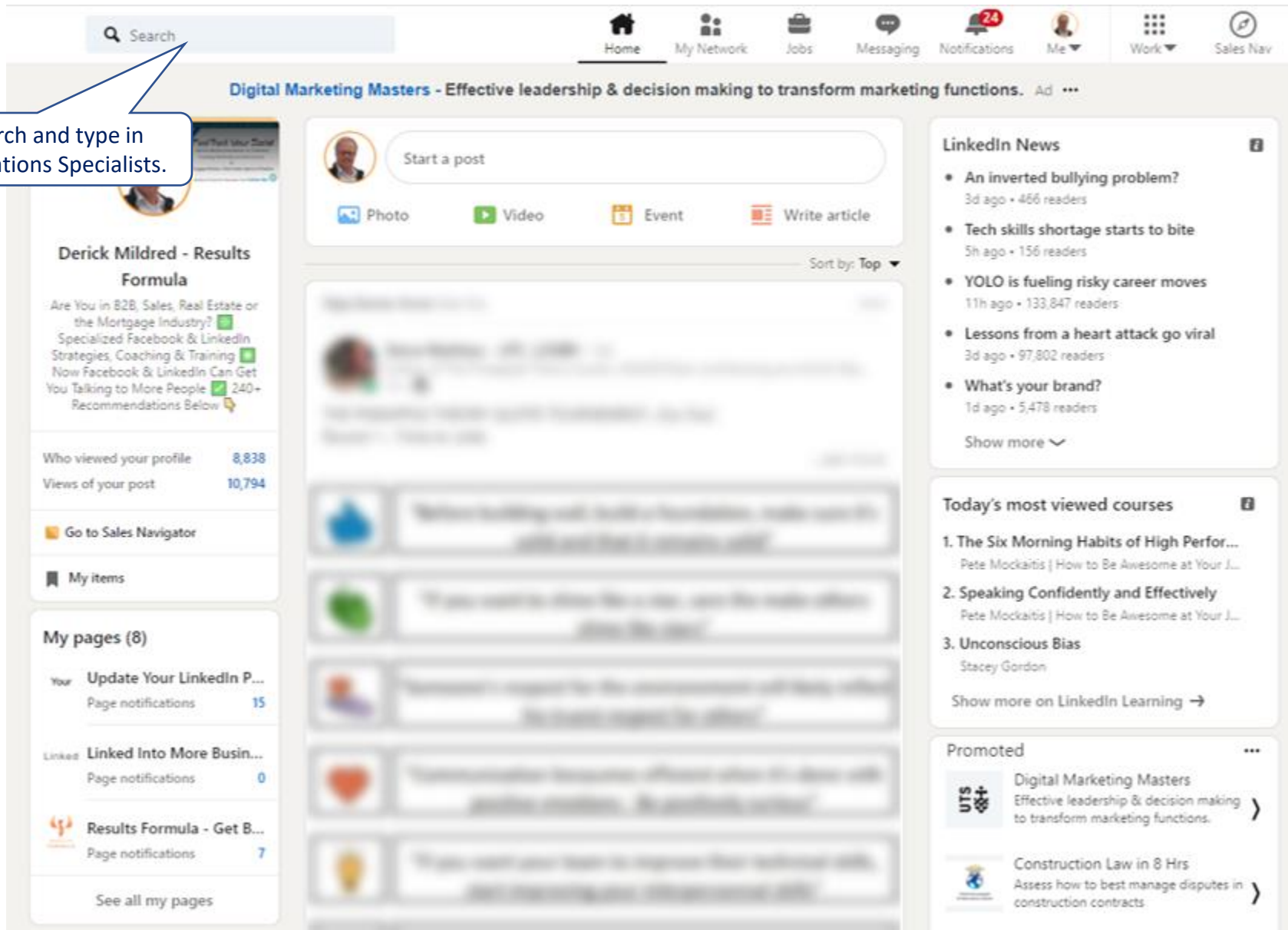
1. How to escalate your request for support to a higher level within LinkedIn.
2. How to contact a LinkedIn Technical Escalation Specialists.
3. That you should only escalate your support request AFTER you have previously contacted General LinkedIn Support with No solution to your issue.

LinkedIn Technical Escalations Specialists are for technical issues that remain unresolved by LinkedIn General Support.

Expect to be asked if you have already contacted LinkedIn General Support regarding your particular issue.



# How to Escalate Your LinkedIn Support Request.



1.) Go to Search and type in Technical Escalations Specialists.

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Who viewed your profile 8,838  
Views of your post 10,794

Go to Sales Navigator  
 My items

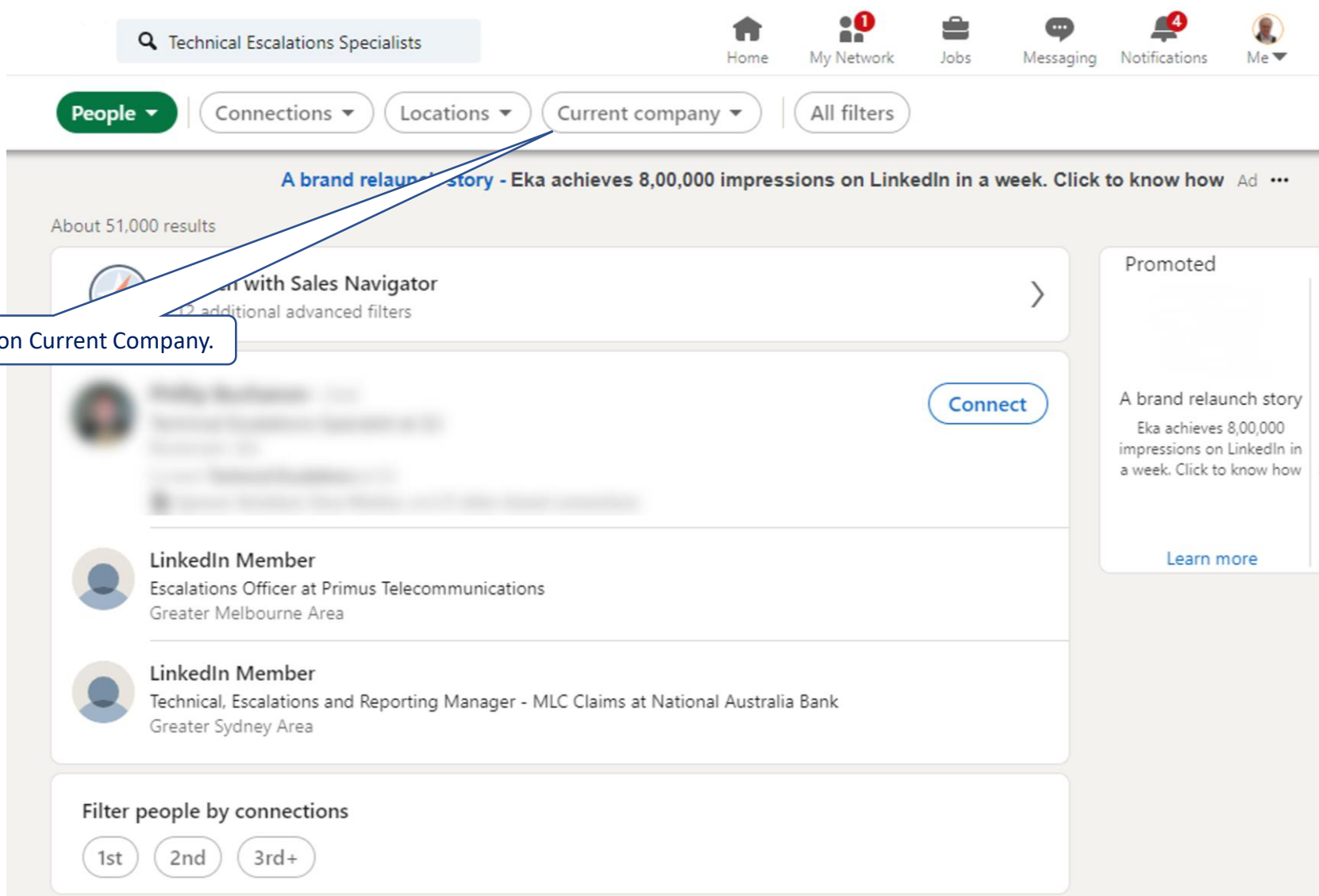
### My pages (8)

- Your **Update Your LinkedIn P...**  
Page notifications 15
- Linked **Linked Into More Busin...**  
Page notifications 0
- Results Formula - Get B...**  
Page notifications 7

See all my pages



# How to Escalate Your LinkedIn Support Request.



2.) Select & Click on Current Company.

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The screenshot shows the LinkedIn search interface. At the top, there is a search bar with the text "Technical Escalations Specialists". Below the search bar are navigation icons for Home, My Network, Jobs, Messaging, Notifications, and Me. A filter bar includes "People", "Connections", "Locations", "Current company", and "All filters". The search results show "About 51,000 results" and a "Search with Sales Navigator" section with "12 additional advanced filters". A dropdown menu is open over the search results, titled "Add a company", with a search input field and a list of companies: Amazon, Microsoft, Facebook, Cisco, and PayPal. The dropdown also has "Cancel" and "Show results" buttons. A callout box points to the dropdown menu with the text: "3.) From the Dropdown Menu, type in LinkedIn, enter & select." The background shows a profile for Phillip Buchanon, a Technical Escalations Specialist at 2U, and a promoted post about a brand relaunch.

3.) From the Dropdown Menu, type in LinkedIn, enter & select.

# How to Escalate Your LinkedIn Support Request.

4.) Now you have access to a selection of people within LinkedIn who specialise in resolving escalated requests for support.

5.) Select one of the specialists listed and open their profile.

6.) Check if they are in a department related to your issue.

The screenshot shows a LinkedIn search results page for 'Technical Escalations Specialists'. The search bar at the top contains the text 'Technical Escalations Specialists'. Below the search bar, there are navigation tabs for 'People', 'LinkedIn', 'Connections', and 'Locations', along with an 'All filters' button and a 'Reset' button. The search results are displayed in a list format, showing 139 results. The first three results are visible:

- Deanna Hizon** • 2nd in  
Head of Global Executive Escalations at LinkedIn  
United States  
Current: Manager 2, Executive Escalations at LinkedIn  
Connections: Neha Ali, Moses Maurice Mugerwa, and 12 other shared connections
- Shravan M.** • 2nd in  
Technical Escalations Specialist at LinkedIn  
Bangalore Urban  
Current: Technical Escalations Specialist - Product Technical Operations at LinkedIn
- Haley Raymond** • 3rd+ in  
Technical Escalations Specialist at LinkedIn  
Omaha, NE  
Summary: I've had the pleasure of spending several years in the Technical Support industry. I have a passion...

Below the search results, there is a section titled 'Filter people by connections' with buttons for '1st', '2nd', and '3rd+'. The next two results are:

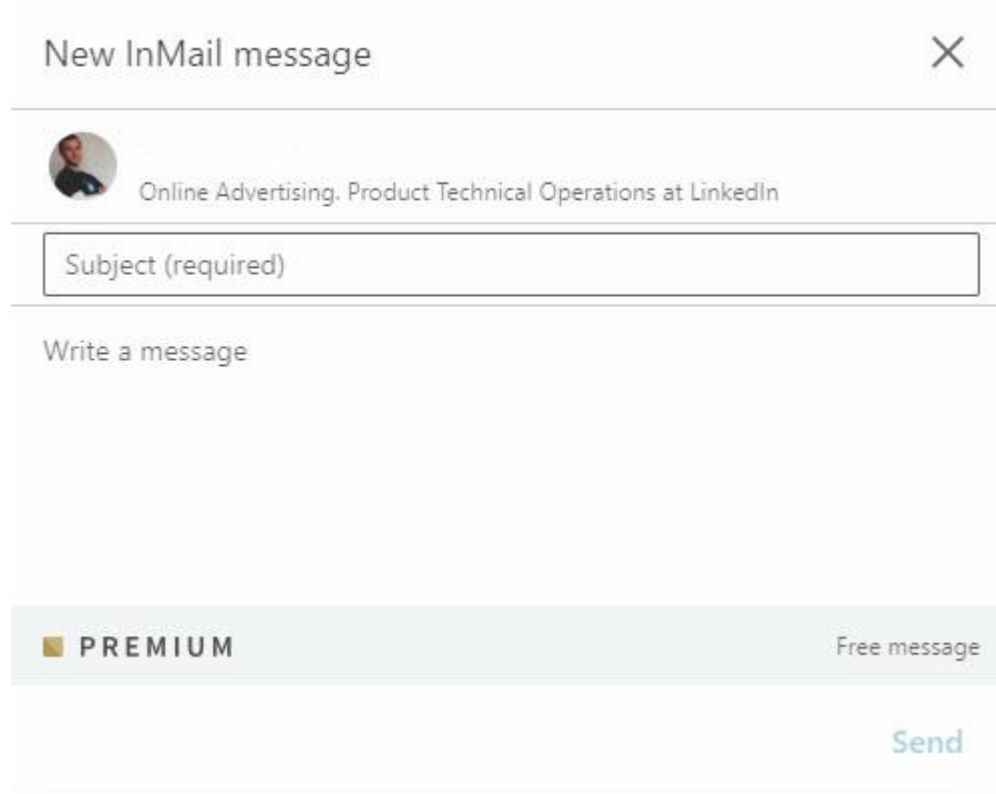
- Liada "LC" Leon** • 2nd in  
Senior Executive Escalations Specialist at LinkedIn  
Omaha, NE  
Current: Senior Executive Escalations Specialist at LinkedIn - ...customer escalations and complaints are resolved...
- Klayton K.** • 2nd in  
Director Global Trust Engagement  
United States  
Current: Director at LinkedIn - I lead Global Trust Engagement & Support at LinkedIn which comprises Executive Escalations, Social...

On the right side of the page, there is a 'Promoted' section with three items:

- Full-funnel mar: Learn how Innodi visitor traffic from
- Now we're talk: Volley is the best spontaneously-ni
- Office 365 Rese: SMX 365 + Office your recurring rev

# How to Escalate Your LinkedIn Support Request.

7.) Send them an InMail that describes your issue.  
Try to be specific because you only have 2000 characters for your InMail.



The image shows a screenshot of the LinkedIn 'New InMail message' interface. At the top, it says 'New InMail message' with a close button (X) on the right. Below this is a recipient profile card for 'Online Advertising. Product Technical Operations at LinkedIn', which includes a profile picture. Underneath the profile card is a text input field labeled 'Subject (required)'. Below the subject field is a larger text area labeled 'Write a message'. At the bottom of the form, there is a light blue bar containing a small square icon, the word 'PREMIUM', and the text 'Free message' on the right. A 'Send' button is located at the bottom right of the form.





# A Quick Re-Cap.

After watching this video you should understand more about

1. PLEASE first try to resolve your issue by contacting LinkedIn General Support, Escalated Support will only help you if you have previously contacted General Support.
2. How to escalate your support request.
3. Escalated Technical Support Specialists are for unresolved issues.



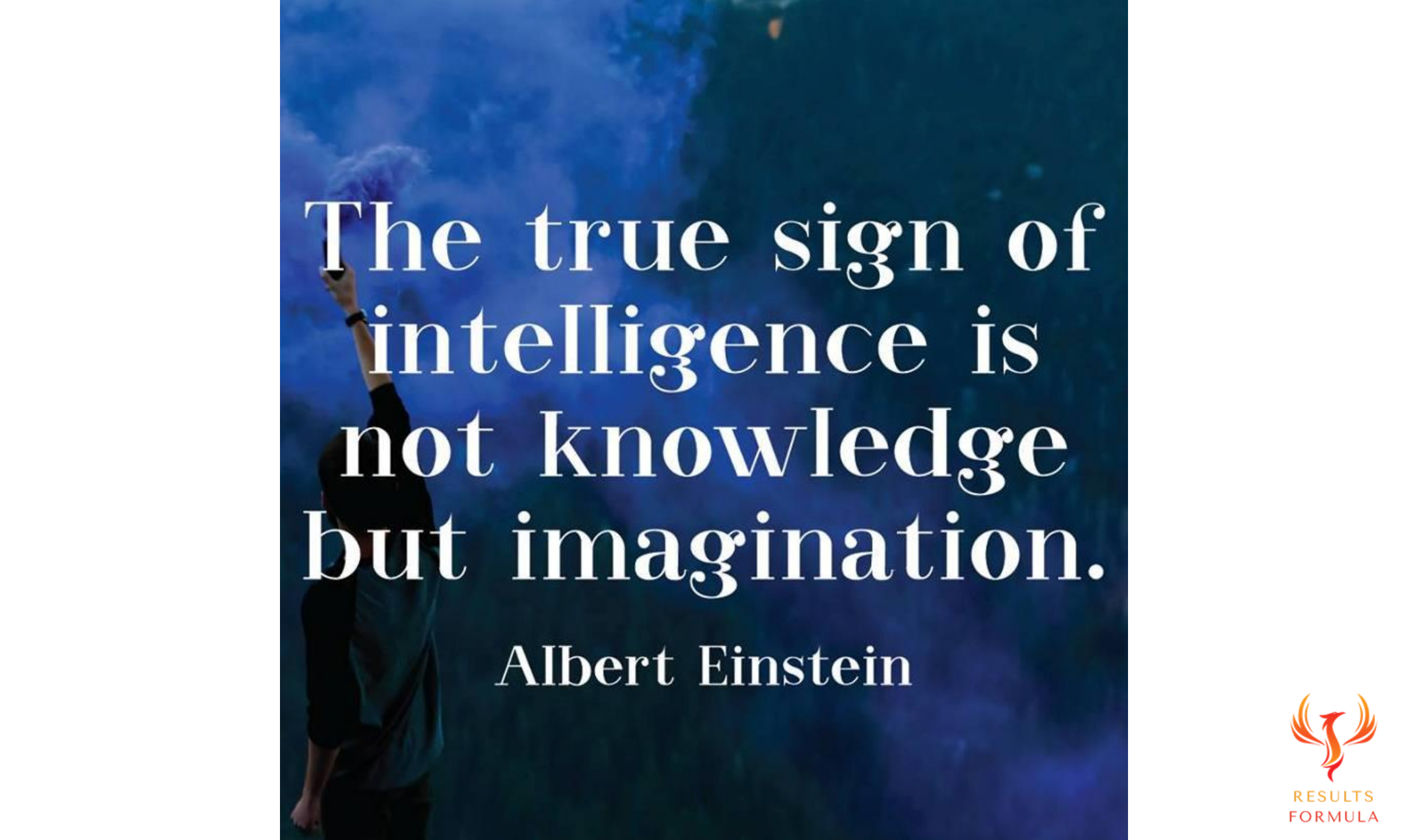
# Your Objective.

If your 'General Support Request' is unresolved, you can escalate it by contacting one of the LinkedIn Technical Escalations Specialists.

I hope you get your Escalated 'Support Request'  
with LinkedIn resolved!



RESULTS  
FORMULA

A person in silhouette is shown from the back, standing against a dark blue, starry night sky. The person's right arm is raised, holding a glowing purple, ethereal object. The overall mood is contemplative and aspirational.

The true sign of  
intelligence is  
not knowledge  
but imagination.

Albert Einstein



RESULTS  
FORMULA

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