

Escalations



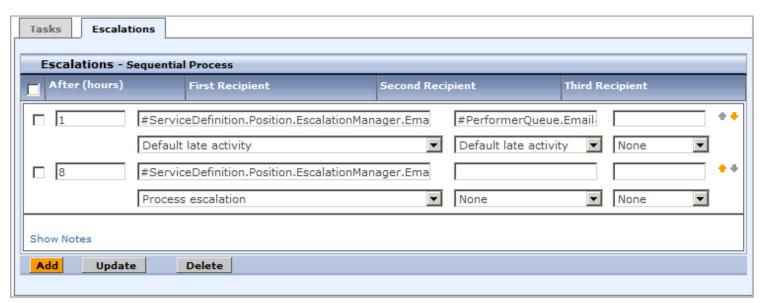
About Escalations (1)

- An Escalation is an automated email notification to performers, supervisors, and/or customers that a task is late.
 - A task is "late" when it has not been completed by its due date.
 - Escalations cannot be sent before a task is late.
- You can configure escalation notifications for Approval tasks, Review tasks and Delivery tasks.



About Escalations (2)

- You can specify multiple tiers of notifications, and choose the number of those tiers that you want to implement for any specific task.
 - After (hours): Refers to the number of hours after the task is late required to trigger the escalation activity.
 - For any escalations after the first tier, this indicates the number of hours between escalations.





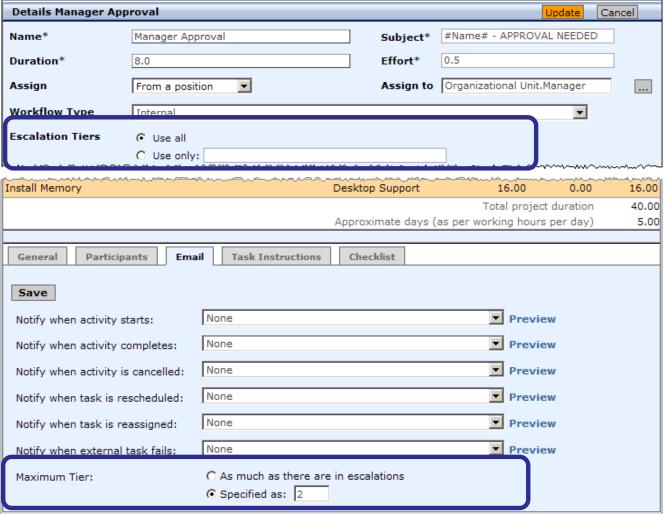
About Escalations (3)

- You can have up to three different recipients for each Escalation tier.
 - Each recipient can be a list of email addresses separated by commas. Namespace references of the type #variable# are also permitted.
 - These recipients will be appended to those specified in the
 To: field of the selected email template.



About Escalations (4)

 Tasks can be set to use a specific number of tiers in the structure:



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Escalations and the Business Engine (1)

- Escalations are batched and sent on a fixed schedule by the RequestCenter Escalation Manager.
 - This schedule is controlled by the Escalation Manager settings in be.properties.
 - On JBOSS systems, this file is located here:
 RequestCenter\jboss-4.2.3\server\RequestCenter\conf
 - The Escalation Manager uses the open source Quartz scheduler, using CronTrigger to modify the setting.
 - You can find information about CronTriger settings here:

http://www.jdocs.com/quartz/1.5.2/org/quartz/CronTrigger.html



Escalations and the Business Engine (2)

- The default Business Engine settings send Escalations on the following schedule:
 - Once every hour
 - 8AM 9PM
 - Monday Friday



Escalations and the Business Engine (3)

- This is an example of settings which would send Escalations on this schedule:
 - Every 1 minute
 - -24/7

```
Scheduler.ExternalActivityTimeoutInterval=10000
Scheduler.RepositoryManagerInterval=10000
Scheduler.EscalationManagerSchedule=0 0/1 * ? * *
Scheduler.EmailListenerWait=20000
Scheduler.EmailListenerDelay=500
```