



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*.

Tasks		Escalations		
Escalations - Sequential Process				
<input type="checkbox"/>	After (hours)	First Recipient	Second Recipient	Third Recipient
<input type="checkbox"/>	1	#ServiceDefinition.Position.EscalationManager.Ema	#PerformerQueue.Email	
		Default late activity	Default late activity	None
<input type="checkbox"/>	8	#ServiceDefinition.Position.EscalationManager.Ema		
		Process escalation	None	None

Show Notes

Add **Update** **Delete**

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:

Update
Cancel

Details Manager Approval

Name* **Subject***

Duration* **Effort***

Assign **Assign to** ...

Workflow Type

Escalation Tiers

Use all

Use only:

Install Memory	Desktop Support	16.00	0.00	16.00
Total project duration			40.00	
Approximate days (as per working hours per day)			5.00	

General
Participants
Email
Task Instructions
Checklist

Save

Notify when activity starts: [Preview](#)

Notify when activity completes: [Preview](#)

Notify when activity is cancelled: [Preview](#)

Notify when task is rescheduled: [Preview](#)

Notify when task is reassigned: [Preview](#)

Notify when external task fails: [Preview](#)

Maximum Tier:

As much as there are in escalations

Specified as:

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 CronTrigger 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

```
!-----  
!Timer properties  
!There is some duplication of settings with the email. These settings are used  
!for the J2EE scheduling interface and not during RMI.  
!-----  
Scheduler.ExternalActivityTimeoutInterval=10000  
Scheduler.RepositoryManagerInterval=10000  
Scheduler.EscalationManagerSchedule=0 0 8-21 ? * MON-FRI  
Scheduler.EmailListenerWait=20000  
Scheduler.EmailListenerDelay=500  
Scheduler.EmailListenerPause=300000  
Scheduler.EmailListenerDown=300000  
Scheduler.ExternalActivityListenerWait=600  
Scheduler.EmailActivityListenerDelay=300  
Scheduler.TimerManagerInterval=300000
```

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
```