Create an Escalation Configuration

Escalation configurations define what happens when a ticket is overdue. Selected recipients are notified using an email template.

If your escalation will require a custom email template, create the email template first.

To create a new escalation configuration:

1. Go to **Configuration** > **Escalation**.
2. Click **New**.
3. Enter the general settings:
    - **Name:** Type the display name that users will use to identify this escalation configuration
    - **Description**: Type a summary that will be visible only on the escalation page.
4. Create an escalation for Level 1 by clicking **New** in the **Escalations** section. You can repeat these steps to create escalations for Level 2 and 3, if desired.
5. Enter escalation settings:
    - **Escalation Level :** Choose 1 for the first response to an overdue ticket. To create a different response if the ticket remains overdue, create a second escalation with Level 2.
    - **Email Template**: Select from the list of available email templates. Click **Preview** to see how the email will look.
    - **Escalation Date**: The number of days after the ticket is due to trigger this message. Level 1 might be triggered 1 day after a ticket's due date; Level 2 a few days later. Level 3, if required, would be triggered later still.
    - **Recipients**: Check Requester, Owner Manager, or select individuals or teams to receive this message.
6. Click **OK.**
7. Click **Save** to save the new escalation configuration.