

Add Escalations or Reminders

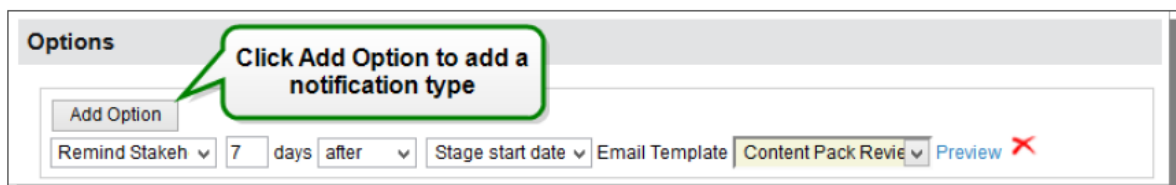
Most of the workflows in RiskVision Policy Manager have default settings for escalation and reminder notifications within each workflow stage. The default settings are provided based on the real and practical use cases. The default reminder and escalation settings for each stage in different workflows are given in the table below:

Workflow	Stages	Default Option Settings
Assessment	Stage 1, Stage 2, Stage 3	Remind stakeholder 7 days after the workflow stage start date using the Questionnaire Reminder email template.
	Stage 4	No reminder or escalation options.
Exception	Stage 1	No reminder or escalation options.
	Stage 2 and Stage 3	Remind stakeholder 7 days after the workflow stage start date using the Exception Reminder email template.
Incident	Stage 1, Stage 2, and Stage 3	Remind stakeholder 7 days after the workflow stage start date using the Incident Reminder email template.
Policy	Stage 1, Stage 2, and Stage 3	Remind stakeholder 7 days after the workflow stage start date using the Policy Reminder email template.
Ticket	Stage 1, Stage 2, and Stage 3	Remind stakeholder 7 days after the workflow stage start date using the Ticket Reminder email template.

You can add more escalation and/or reminder options if the default settings mentioned above do not fulfill your criteria.

To add an escalation or reminder option:

1. Go to **Configuration > Workflows**. The **Workflows** page is displayed.
2. Select the workflow to open its details page.
3. Click **Edit** at the top-right corner of the details page.
4. Click the workflow stage in which you will want to add an escalation or reminder. T
5. Click **Options > Add Option**.



6. Select the reminder or escalation option.
7. Enter a number in the **days** field.
8. Sselect **on**, **before**, or **after**.
9. Select a date type.

10. Select the email template that will be used to send reminders or escalations.