Escalation

Escalation configurations allow you to control the email notifications that are sent when a due date has passed. Three levels of escalation are supported, each with distinct evaluation criteria, recipients, and email templates.

By default, RiskVision provides a single level escalation that sends an email to the ticket owner's Manager one day after the ticket is due. This escalation uses the Default Escalation Email Template by default. You can define additional levels, additional escalations, and individual and team recipients.

For more information about the email template associated with each level of an escalation, see About Email Templates .

To manage escalation configurations, go to **Configuration> Escalation.**