Creating an Escalation Configuration

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

If your escalation requires a custom e-mail template, create the e-mail template.

You can create, update, or delete an escalation if your user role has Email Template View and Email Template Manage permissions.

To create a new escalation configuration:

1. Go to **Configuration** > **Escalation**.
2. Click **New**.
3. Enter the **General** settings as follows:
    - Name. Enter the display name that users will use to identify this escalation configuration.
    - Description. Enter 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 later, if desired.
5. Enter the **Escalation** settings as follows:
    - 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.
    - E-mail Template. Select from the list of available e-mail templates. Click Preview to see how the e-mail will look.
    - Escalation Date. The number of days after the ticket is due that triggers this message. Level 1 might be triggered 1 day after a ticket's due date while Level 2 is triggered a few days later. Level 3, if required, would be triggered later.
    - 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.