

Escalation

Escalation configurations allow you to control e-mail messages sent when a due date has passed. Three levels of escalation are supported, each with distinct evaluation criteria, recipients, and e-mail templates.

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

For more information about the e-mail template associated with each level of an escalation, see [About E-mail Templates](#) .

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