

Sending Escalations and Reminders to Stakeholders

RiskVision Server allows you to send of escalations and/or reminders to stakeholders when a workflow does not move forward within a specified time. These notifications can be sent from any stage of any type of workflow. In each workflow stage, you can add a combination of up to ten reminder and escalation options. Escalations and reminders are sent based on different date fields for different objects. For example, a ticket workflow allows you to remind a ticket stage stakeholder n days before a ticket will expire. The available escalation and reminder options and the date types for different workflows are as follows:

WORKFLOW	ESCALATE/REMIND OPTIONS	DATE TYPES
Assessment	Remind Stakeholder, Escalate to program owner, and Escalate to stakeholder's manager	Due date, Recurrence date, Stage start date, and custom dates
Exception	Remind Stakeholder and Escalate to stakeholder's manager	Expiration, Start, Stage start date, and custom dates
Finding	Remind Stakeholder, Escalate to owner, and Escalate to stakeholder's manager	Last modified date, Stage start date, and custom dates
Incident	Remind Stakeholder and Escalate to stakeholder's manager	Due Date, Time Detected, Time Received, Stage start date, and custom dates
Policy	Remind Stakeholder, Escalate to owner, and Escalate to stakeholder's manager	Stage start date and custom dates
Ticket	Remind Stakeholder, Escalate to owner, and Escalate to stakeholder's manager	Created, Exception Expiration Date, End, Start, Planned Start, Planned End, Stage start date, and custom dates