

Sending Escalations and Reminders to Stakeholders

RiskVision Server allows you to send of escalations and/or reminders to stakeholders from any stage within a workflow of any type when a workflow does not move forward within a specified time. In each workflow stage, you can add a combination of up to ten reminder and escalation options. The 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 given in the table below:

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, and 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
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