

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 |
|-----------|--|--|
| 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 |