

Canceling Escalation

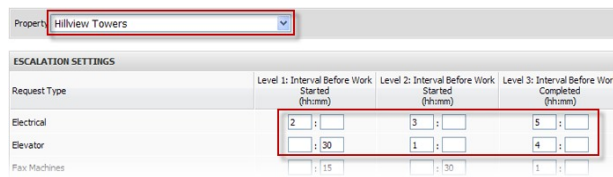
[Control Panel](#) > [Work Order](#) > [Tenant Requests](#) > [Escalations Setup](#)

Canceling Escalation:

1. Go to **Control Panel > Work Order > Tenant Requests > Escalations Setup**.

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2. In the **Filter** section, click on the **Property** field and select the desired property.
3. Delete the times under each escalation level for the affected request types.



Request Type	Level 1: Interval Before Work Started (Hours)	Level 2: Interval Before Work Started (Hours)	Level 3: Interval Before Work Completed (Hours)
Electrical	2	3	5
Elevator	30	1	4
Fax Machines	15	30	1

4. When you are finished, click on **Update** at the bottom of the **Escalation Settings** page.