

Escalation Alert Configuration

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Escalation Alert Configuration:

For each **Request Type** in each property, three Escalation Alerts can be configured:

- **Level 1** - Sends a notification when a work order has not reached Work Started status within a specified period of time.
- **Level 2** - Sends a notification when a work order has not reached Work Started status within a specified period of time.
- **Level 3** - Sends a notification when a work order has not reached Work Completed status within a specified period of time.

For more information, see [Setting up Escalation](#).