

Escalation

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

About Escalation:

Escalation subscriptions must be configured for employees in order to receive escalation notices (see [Non-Tenant User Subscriptions](#) for more information). These alerts can serve as a reminder of work that has not started or completed. For example, if a work order is not started within the required time, an email can be automatically sent to any employee to notify them that the work order is idle. This tool can be helpful when there are many work orders to manage as it ensures that they do not get overlooked.

Escalation alerts can also be sent when work is not completed within a specific time frame. The length of time before escalation alerts are dispatched can be configured for each request type on the **Escalation Setup** page. These alerts can be customized and are not interdependent (i.e. any combination of escalation alerts can be used or they may not be used at all).

Note:

- Escalation time accumulates only during the property's coverage hours. Escalation times are re-calculated whenever the work order is updated.
- A maximum of 999 hours can be input for each escalation level.
- The escalation feature is designed to help manage work orders and to help ensure that they are not overlooked. This feature is not intended to be a tool to watch over employees and the times entered should be within reason.

Alerts are sent to the email address entered under **Subscription Settings** in the **Subscriptions** tab in the user's profile (see [Enabling Non-Tenant User Subscriptions](#) for more information).