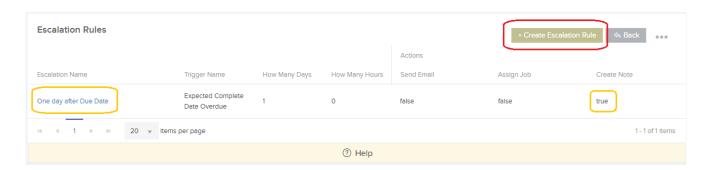
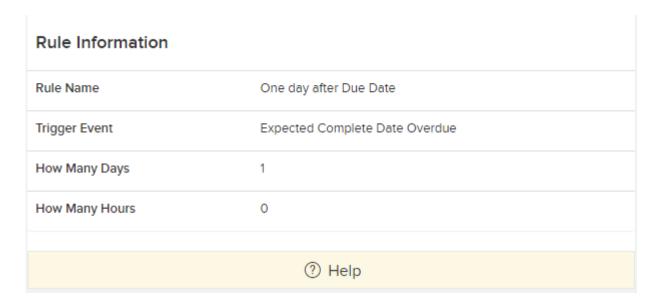
Escalation Rules

Settings — Escalation Rules allows the user to set up Rules, Triggers and actions for Jobs that are overdue for nearly due.



Click 'Create Escalation Rule' to create a new rule. As per screenshot above we have created a rule named 'One day after Due Date', the trigger is 1 day after 'Expected Complete Date Overdue' and the action will be that a Job Note will be created.

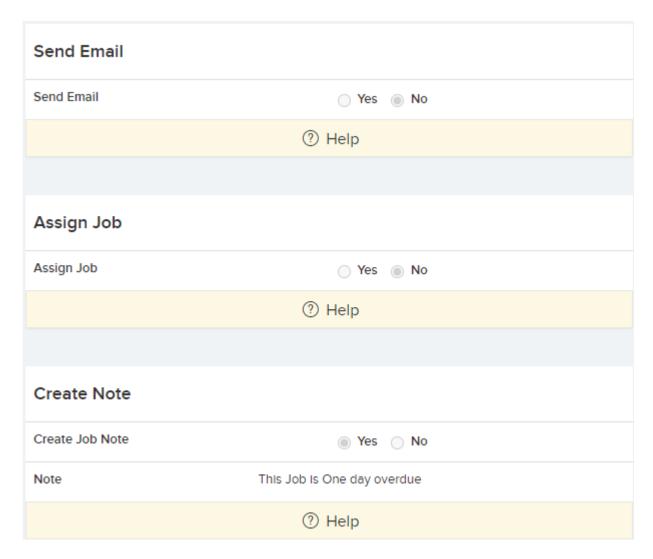
Step 1 - Rule Information



Step 2 - Filters

Filters	
Reactive / Planned	Reactive Only
Job Type	HVAC
Contract	
Site	Delta Campus
Job Priority	
	? Help

Step 3 - The action



Job Alerts	
Create Job Alert	⊚ Yes ○ No
Alert date/time	2 (hours after alert creation)
Alert Type	Review
Action Required	Please see that all is ok.
Assign To Everyone	No
Assign To User	Abilash test
Assign To Team	Another
Assign To Resource	No
Due Date	25 (hours after alert date)
Send Overdue Notification to User	Darren McGill
Send Overdue Notification to Team	Electricians
Send Overdue Notification to Resource	No