What are Escalations?

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What are Ticket Escalations? When would I want to create an Escalation?

An Escalation is a global automation rule where a set of actions will occur on a Ticket that matches specific criteria after it has spent a pre-defined amount of time in a particular state.

First, you need to define the **Event**, a time-based field, i.e., The ticket has been open for X hours.

Then you set any **Criteria** that must be met for the Escalation to apply to the ticket. This can be something such as the Agent Team assigned to the ticket.

Finally, you define the **Actions** you want to occur when the Escalation Event and Criteria are met, such as increasing the urgency or re-assigning to a more senior team.

Example

A common example of an Escalation is to re-assign tickets that have been left alone for too long.

You might want to re-assign tickets that haven't had a response from an agent in 24 hours to ensure they don't get missed.

To learn about setting up Escalations in your helpdesk, check out the [Admin Guide](link).

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- [Introduction to Escalations](link)