Knowledge Article Escalation

STORY

As Blake, a KMT Admin I want to be able to define a trigger review process so that knowledge articles created or revised by Tax Auditors are sent to and approved or rejected by Program Specialists.

ACCEPTANCE CRITERIA

1. When an Tax Auditor creates a new knowledge article, a trigger email is sent to the Service Desk.
2. The active Service Desk KMT Admin reviews the trigger request and, if complete, generates a review request for the active Program Specialist assigned for reviews.
3. The Program Specialist must review and reject or approve the knowledge article within 2 hours of receipt of the email or a notification will generate for the active Service Desk KMT Admin to follow up with the Program Specialist or their direct supervisor.
4. The notification period and escalation path should be configurable by KMT Admins.

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