

Event	Trigger	Source	Use Case	Response	Destination
Escalation Management Module has an escalated ticket	Transforms service ticket into an escalation ticket	Service Request and Report System	Receive Escalated Ticket	Escalated Ticket	Escalated Tickets Data Store
Supervisor/Department Manager/Resident Manager/General Manager updated escalated ticket status	Escalated Ticket Status	Supervisor/Department Manager/Resident Manager/General Manager	Update escalated ticket status	Escalated ticket status update	Escalated Tickets Data Store
Supervisor/Department Manager/Resident Manager/General Manager enter reason for escalated ticket	Escalated Ticket was re-assigned to next escalation level employee	Supervisor/Department Manager/Resident Manager	Enter escalated ticket's reason	Reason for escalation	Escalated Ticket Data Store
		MODULE			
Escalation Management Module updates Service Request and Recovery System of closed Escalated Ticket Details	Closed Escalated Ticket	Escalated Ticket Data Store	Sends update of escalated ticket details	Closed escalated ticket update	Service Request and Report System
Escalation Management Module generated escalation reports	Escalation Data	Escalated Ticket Data Store	Generate Escalation Report	Escalation Report	Executive Management
Escalation Management Module notifies next escalation level employee	Escalated Ticket	Escalated Ticket Data Store	Notify employee	Notification and Escalated Ticket assignment details	Supervisor/Department Manager/Resident Manager/General Manager