

# Case Escalation

Monday, June 15, 2009



Case Needs Escalation



Escalate

- ✓ Click Escalate Button
- ✓ Open New Escalation Runner
- ✓ User select Escalation Dept
- ✓ WF-Notifies Q Manager
- ✓ WF-Changes Case Status to Escalated



Assign

- ✓ Click Assign Button
- ✓ Open New Assignment Runner
- ✓ Q Manager lookups SFDC user
- ✓ WF-Notifies Assign To of New Escalated Case
- ✓ WF-Changes Case Status to Assigned



Resolve

- ✓ Click Resolve Button
- ✓ Open New Resolve Runner
- ✓ User logs resolution or attaches solution
- ✓ If Dev- log feature request Id/estimated date of release
- ✓ WF-Notifies Case Owner Case Resolved
- ✓ WF-Changes Case Status to Resolved



Unresolved

- ✓ Click Unresolve Button
- ✓ Open New Unresolve Runner
- ✓ Case Owner logs how case is not resolved
- ✓ WF-Notifies Assign to of Unresolved Case
- ✓ WF-Changes Case Status to Unresolved



More Info

- ✓ Click More Info Button
- ✓ Open New Runner
- ✓ Assign To logs info needed
- ✓ WF-Notifies Case Owner of Info Needed
- ✓ WF-Changes Case Status to Need Info