Purpose

Defines escalation logic for overdue tasks, permit delays, and automation exceptions — ensuring issues are addressed quickly and with accountability.

Triggers

• Time threshold breaches

• Unacknowledged task statuses

• Permit or attendance anomalies

• Validation failures

AlertTypes

• Direct message

• Tiered escalation messages

• Broadcast alerts

Rules

PriorityLevels:

– Low

– Normal

– High

– Critical

RepeatInterval: Customizable per rule

SensitivityControl: Optional encryption and override logs

Logging

• Full SLA compliance trail

• Escalation timestamps and acknowledgments

• Audit resolution path

Integrations

- Real-Time SSE
- Core Database (roles/responsibilities)
- Attendance Suite
- Permit System
- Order Tracker

Document Metadata

Generated (UTC):	2025-09-14 02:21:17
Generated (Local):	2025-09-14 02:21:17
Author:	Skyesoft
Version:	1.0