



Tiered Escalation

SAI is excited to announce a new feature called Tiered Escalation available in version 3.1.11 of SynergyMMS.

Traditionally, SynergyMMS has supported Escalation of priority 1 work requests based on time expiring or exhausting resources in a pool or other conditions that might create a sense of urgency about a particular task. Traditional Escalation settings were managed at the Preferences area of SynergyMMS, meaning the way escalation was handled and applied to all pools and other dispatch mechanisms equally. The basic rules around Traditional Escalation were centered around these factors:

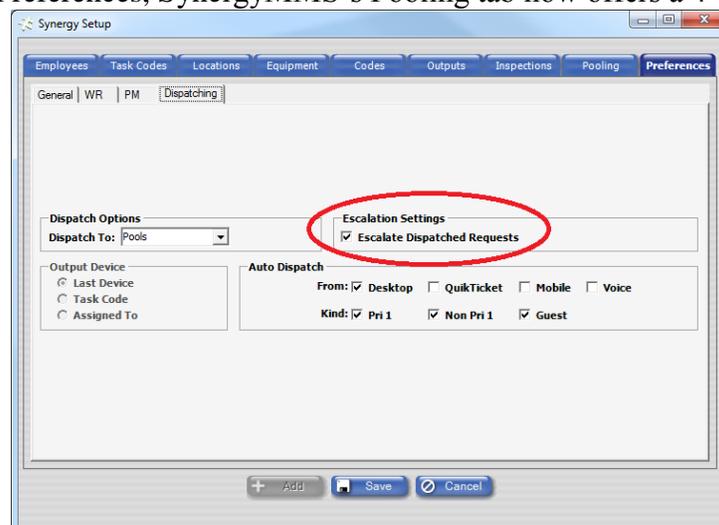
- When time expires or resources are exhausted, SynergyMMS escalates to a one or more managers at the same time.
- Escalation threshold time (how long SynergyMMS waits before escalating) was a single setting.
- Escalation could be based on the Trade or Department level.

However, many of our advanced users began expanding the use of Pooling with the ability to claim or unclaim a device to support multiple shifts and ever-changing schedules, which called for greater flexibility in the rules that supported escalation. To meet this need, we developed Tiered Escalation which includes the following benefits:

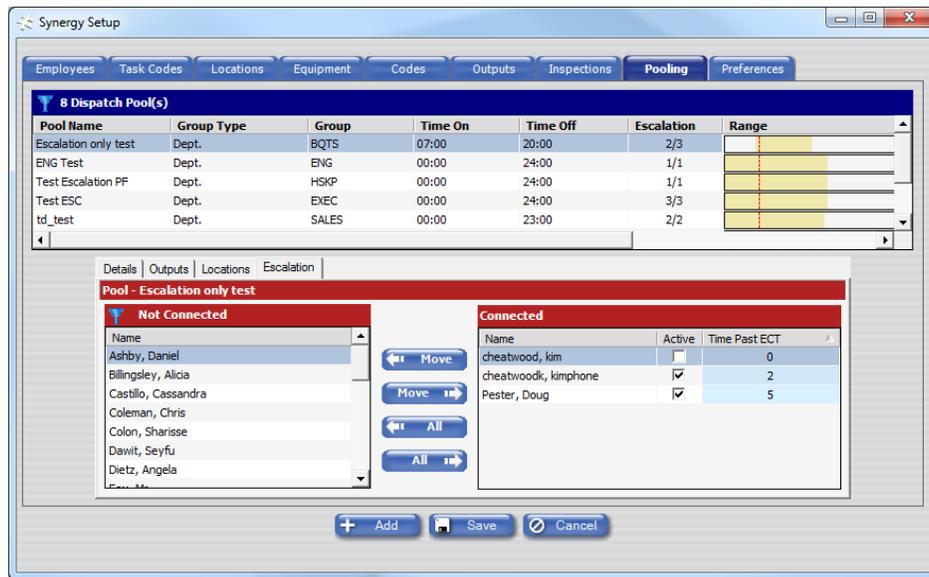
- Escalation to multiple managers is now possible.
- The number of tiers of escalation (how many people are in the escalation chain) is unlimited.
- Each pool can have its own escalation rules - no longer a system-wide setting.
- Each tier in each pool can have its own threshold for escalation.
- As Tiered Escalation is based on each Pool, departments and trades can still be used for the escalation setting.
- Traditional Escalation is still supported for those properties who feel it best suits their needs.

Here is how tiered escalation works:

If Escalation is enabled in Preferences, SynergyMMS's Pooling tab now offers a 4th tab called Escalation.



From the Pooling tab, you can then define the users (MOD's) that should get the escalated messages and at what threshold they should be sent.



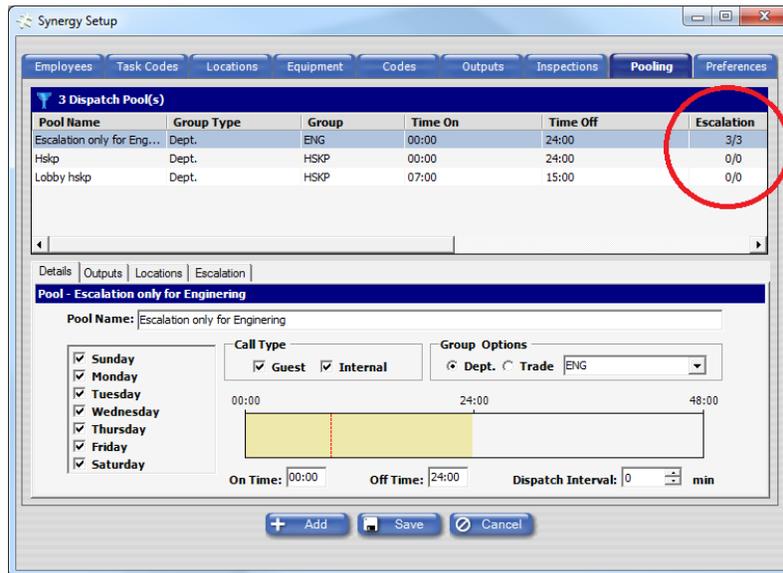
In order for an employee to be available for connection in the Escalation section, they must have the "Can Be MOD" checked in the Employee section of Setup.

With this approach the Claim / UnClaim also works for escalation. You can setup a Pool that includes escalation, or for escalation only and then if a user does not claim their device the device will not be active and no escalated messages will be sent. You will also notice that since MOD users in SynergyMMS can now claim or unclaim their device, we do not require an output on an MOD employee profile, in SynergyMMS.

Each escalation tier will allow for a number between 0 and 60 minutes as its threshold, for when to send the message after the work request exceeds its ECT (estimated completion time)

- 0 means escalation at the ECT like it did traditionally.

You can add as many MOD's for escalation as you would like. As the threshold is entered for the MOD to receive the message the list will re-sort to display in numeric order. To enter the threshold, right click on the MOD

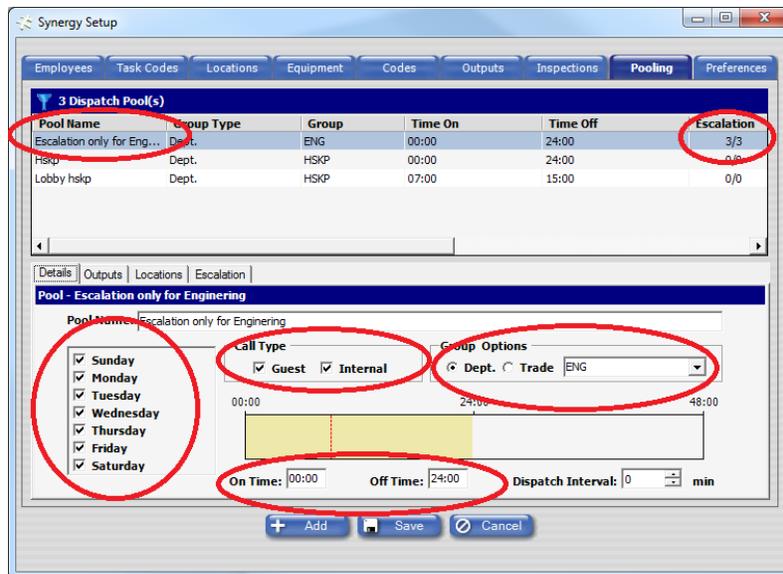


When you go into the Pooling you can easily see if Escalation is enabled for that pool as the quantity of MOD's will show. SynergyMMS will also show how many are currently active or claimed.

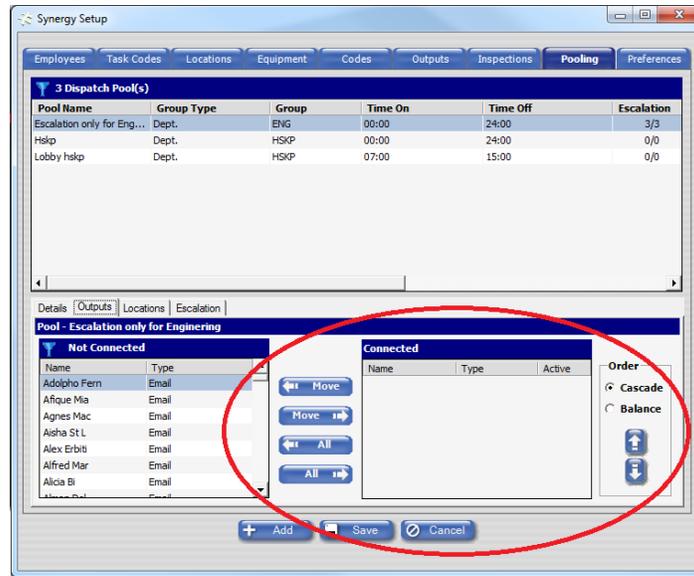
If you had Escalation setup previously, SynergyMMS will add the new pools accordingly.

Here is an example of traditional escalation and how it will now look with Tiered Escalation.

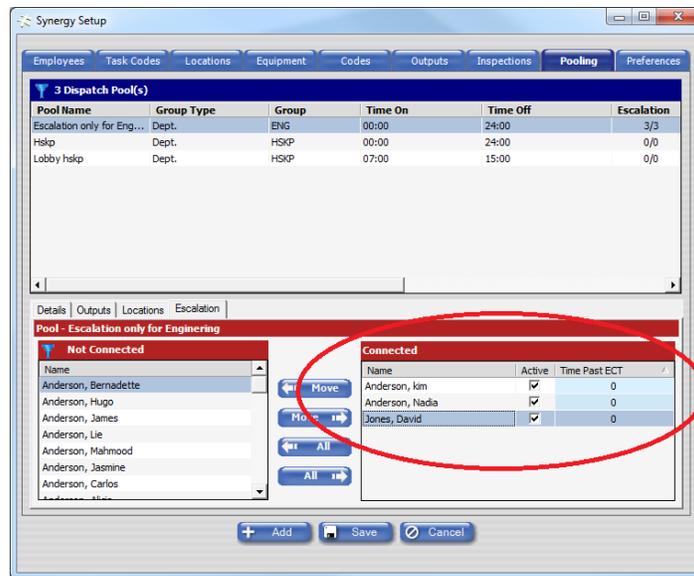
This Pool handles escalation for all Engineering WR Guest and Non Guest every day for the whole 24 hr period.



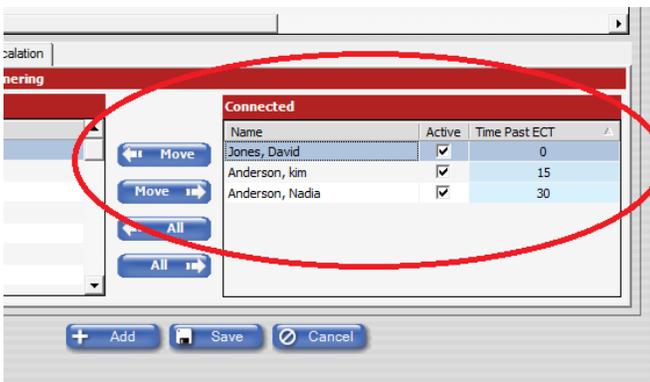
Notice that there are no Outputs so no pooling defined here:



Now on the Escalation tab we have 3 MOD's set. All 3 MOD's get the escalated WR at the same time. So the Time Past ECT is 0.



Now with Tiered Escalation we can do the following.



Here David gets as soon as the ECT expires, then 15 minutes later Kim will get the escalated message, 15 minutes later, or after 30 minutes of being in the escalated state it will then go to Nadia.



Systems Associates, Inc.
500 Lehman Ave.
Bowling Green, OH 43402
419-354-3900
www.saicorporate.com