



WF Escalation

WORKFLOW ESCALATION ENHANCES THE POWER AND ROUTING CONTROL OF CONTENT SERVER WORKFLOW

Enhance the power of OpenText Content Server Workflow

Get a better handle on workflow assignments. **Workflow Escalation** allows you to systematically manage workflow tasks that are late.

Add workflow escalations easily

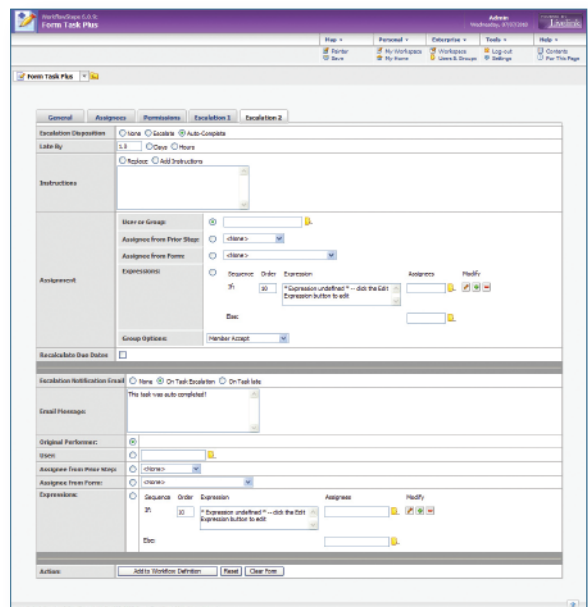
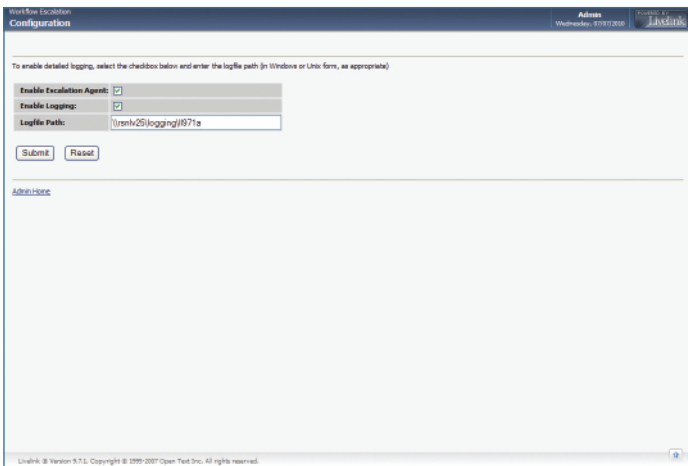
A new tab has been added to the standard user step where you can easily specify workflow escalations.

Free up resources

A workflow manager no longer needs to stay on top of tasks that are not completed. **Workflow Escalation** makes it easy to ensure that workflows continue when someone is on vacation, traveling, or too busy to complete their tasks.

Key Features

- Escalate a workflow step when it is not completed on time
- Gain control over when and to whom an incomplete workflow step is reassigned
- Automatically complete a step when it is not completed by its due date
- Add workflow escalations easily
- Simple installation as a Content Server module
- No additional hardware required





Benefits

Increased Workflow Routing Control

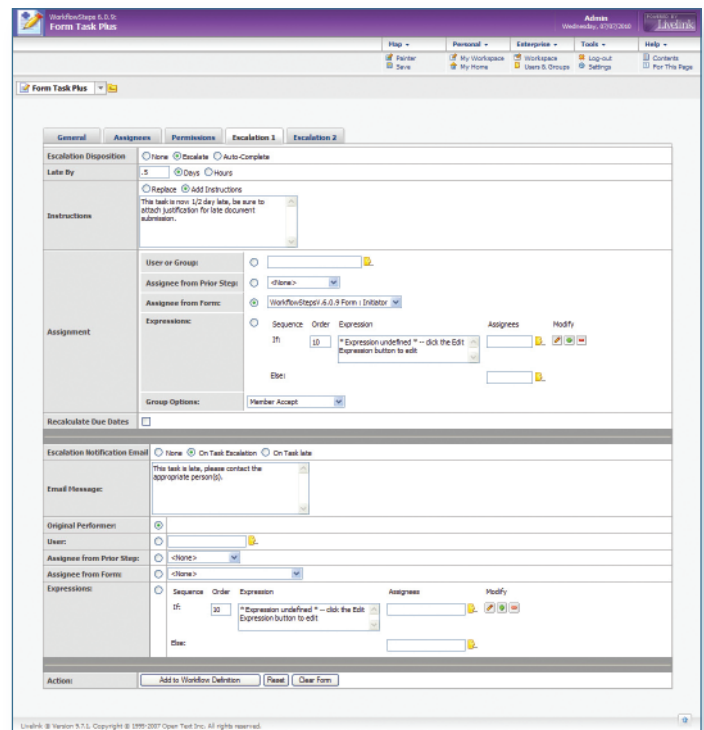
Tasks that are not completed within the assigned due date can be automatically processed, based on the escalation criteria that you define.

Ability to Reassign Workflow Steps

Late workflow steps can be reassigned to another user.

Power to Auto-Complete Workflow Steps

Late workflow steps can be automatically completed.



Specifications

Browsers	All standard browsers
Servers	Content Server 9.7 - 10.x
Databases	Oracle® SQL*Server®