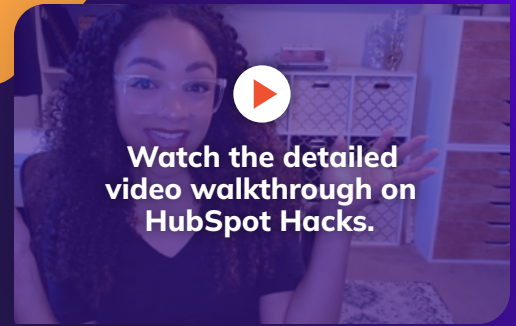


Ticket Escalation



You will need:

- Established SLA conditions for Tickets
- HubSpot User Teams

1

▶ Trigger

Type: Record meets a set of filter conditions

Object Type: Ticket

Conditions: Select Appropriate Support Pipeline + Time to Close SLA is Overdue

Re-enrollment: Off

Type: Send in-app Notification
Options: Ticket Close SLA Over Due Assigned to Ticket Owner + Management

Type: Create task
Options: Ticket Close SLA Over due to Ticket Owner

Type: Edit record
Options: Set Priority to Urgent/High

2

▶ Trigger

Type: Record meets a set of filter conditions

Object Type: Ticket

Conditions: Select Appropriate Support Pipeline + Time to First Response SLA is Due Soon

Re-enrollment: Off

Type: Send in-app Notification
Options: Ticket time is First Response SLA is Due Soon Assigned to Management

Type: Rotate ticket within Team (or specific Users)