Escalation of requests

Under certain circumstances, it may make sense not to forward requests to the person normally designated for this purpose (HR manager; management), but to another party, for example the next higher line supervisor.

Example:
In a company, all travel expense reports are forwarded to payroll.
For administrative reasons, however, these reports must have reached payroll by the 10th of the following month.
If an employee misses this deadline, the request is automatically forwarded to the head of payroll for approval.

This process of changing the recipient of requests depending on a deadline is called **escalation of requests**.

NOTIZ

If you would like such deadline-dependent forwarding in your organization, please contact the Workflow consulting and support team to have it set up!