

Escalation Messaging

Ensure Critical Messages
Get the Response They Require

Escalation Messaging is a powerful Regroup add-on designed to ensure time-sensitive messages receive the responses you need. When response thresholds are not met, the system automatically escalates outreach — helping organizations close communication gaps and maintain operational continuity.

Built for availability-driven workflows, Escalation Messaging is ideal for staffing confirmation, on-call coverage, incident response, and other scenarios where waiting for replies isn't an option.

Instead of sending one message and hoping for a response, your team gains an intelligent, automated follow-through process that keeps outreach moving until success criteria are met.

How It Works

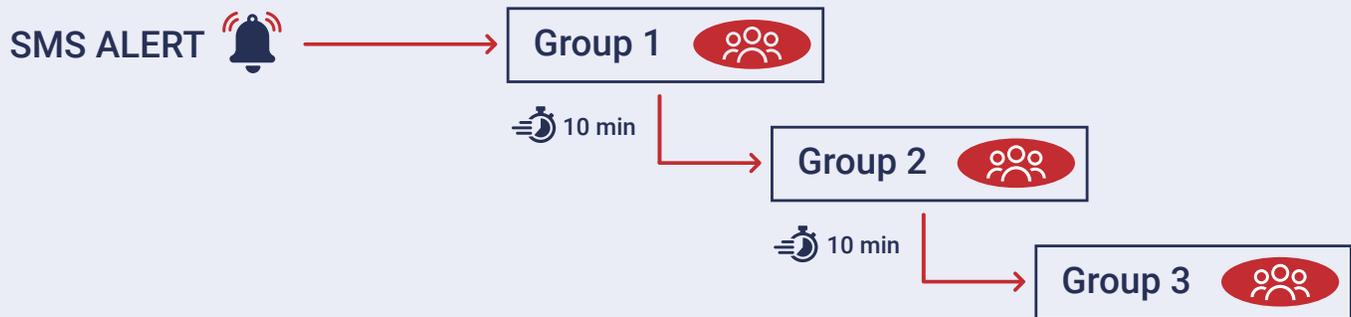
Escalation Messaging is organized into three core functional areas that provide full lifecycle control:

- 1 Admin Setup:**
Configure escalation recipients and rules, define custom response options, and set response thresholds and timing intervals that work for your organization's needs.
- 2 Send and Monitor in Real Time:**
When sending a message with escalation enabled, teams can automatically escalate if responses fall short, track responses live as they come in, and trigger automated success or denial replies to recipients. The result is faster decisions and fewer unanswered requests.
- 3 Report and Optimize:**
Built-in reporting provides visibility into escalation activity by level, response counts, success rates, and delivery outcomes. This data helps organizations continuously improve responsiveness and communication effectiveness.

Escalation Messaging: Key Capabilities

Escalation Messaging delivers enterprise-grade automation and control:

- Multi-level escalation workflows with customizable thresholds
- Availability-driven automation for staffing and on-call workflows
- Automated Success and Denial replies for clear recipient feedback
- Real-time response tracking and visibility
- Detailed reporting and analytics
- Lockable configurations for governance and consistency



High-Impact Use Cases

Escalation Messaging shines anywhere rapid confirmation is mission-critical:

- **On-Call Staff Coverage**
Automatically notify primary on-call staff and escalate to backups until coverage is confirmed.
- **Call-Out Backfill**
Fill open shifts by messaging qualified staff and escalating outreach if more help is needed.
- **Overtime Call-Outs**
Offer overtime to eligible employees, confirm first responders, and expand outreach as needed.
- **Incident Response Teams**
Mobilize emergency personnel faster by escalating alerts until required acknowledgments are received.
- **Healthcare & Clinical Staffing**
Maintain safe staffing levels by automating clinician call-ins and escalating across credentialed teams.

Ready to See It in Action?

Schedule a demo with Regroup today to learn how Escalation Messaging can help your organization respond faster, staff smarter, and stay fully prepared.

Regroup.com/demo

