1. **Use Case MP-37: Reduce the timeline on escalation emai for D2D issues that have been in states of ‘New’ for more than 2 business days. This would not apply to Inadvertent Gaining, Inadvertent Losing, Customer Rescission and Cancel With Approval subtypes.**
   1. **Description: The timeline on theescalation emailfor D2D issues that remain in states of ‘New’ for more than two business days will be reduced. The states of New impacted are:**

**‘New’**

**‘New (TDSP)’**

**Email message would be as follows:**

**“MarkeTrak Issue No. xxxxxx has been in a state of ‘New’ greater than two calendar days. Please select ‘Begin Working’ and take the appropriate action necessary to move this issue toward a resolution.”**

* GUI:
  + No impacted fields
* API
  + No impacted fields
* Bulk Insert
  + No impacted fields
    1. Dependencies: This use case has a dependency on the following Phase III requirements:

MP-19 Switch Hold Removal

MP-29 Market Rule

* + 1. **Pre-Conditions:**
* A MarkeTrak issue has been in a state of ‘New’ for greater than two business days.
  + 1. **Success Guarantee:**
* MarkeTrak generates an email to the Primary escalation and the Secondary escalation contacts for the appropriate subtype of an issue that has been in a state of ‘New’ for greater than two business days.
  + 1. **Trigger:**
* A MarkeTrak issue has been in any of the defined states of ‘New’ for greater than two business days.
  + 1. **Main Success Scenario: Market Participant creates an issue where the resulting state is ‘New’ from the submit transition.**
       - 1. MP selects a subtype from the MarkeTrak submit tree, enters all required information, and selects OK.
         2. MarkeTrak issue enters any of the defined states of ‘New’ and remains in this state for two business days.
         3. On the third business day, an email is auto generated to the appropriate escalation contacts requesting the issue be transitioned ‘Begin Working’.