1. **Use Case MP-37: Add an escalation email if an issue has been in states of ‘New’ for more than 2 calendar days.**
   1. **Description: An escalation email would be auto generated for issues that remain in states of ‘New’ for more than two calendar days. The email recipients would be the escalation primary and escalation secondary for the Responsible MP applicable subtype. The states of New impacted are:**

**‘New’**

**‘New (ERCOT)’**

**‘New (TDSP)’**

**‘New (Losing CR)’**

**‘New (Gaining CR)’**

**‘New (Secondary Assignee)’**

**Email message would be as follows:**

MP Escalation,  
    Contained is a list of Issues from the MarkeTrak system which triggered a market approved notification based on the Sub Type and Last Transition Date indicated. If you are the Issue's responsible MP, please ensure someone at your organization takes action on these items.  
  
    To review all existing market approved notifications, please refer to the MarkeTrak User's Guide, section 9, available at <http://www.ercot.com/services/client_svcs/mktrk_info/> and in the MarkeTrak Application.  
  
Thank you,  
MarkeTrak Escalation Administrator

* 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 calendar 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 calendar days.
  + 1. **Trigger:**
* A MarkeTrak issue has been in any state of ‘New’ for greater than two calendar 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 a state of ‘New’ and remains in this state for two calendar days.
         3. On the third calendar day, an email is auto generated to the appropriate escalation contacts.