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 (Secondary Assignee)’**

**‘New – All’ -- ??**

**‘New (ERCOT Resolve)’ - ??**

**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 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 requesting the issue be transitioned ‘Begin Working’.
    2. **Main Success Scenario: Market Participant creates an issue where the resulting state is ‘New’ from an In Progress transition.**