

Automatic Escalation of issues

JIRA does not have the ability to auto-escalate issues meeting a certain criteria. There are a two solutions on how to implement Automatic Escalation in JIRA:

1. By using a Jelly script, issues that meet a certain criteria from a filter can be made to perform an action as described in the [Jelly Escalation](#) documentation.
2. Users/groups can also be notified with subscription to filters (e.g. Users can be periodically notified if an issue has been update for the last 2 days). Please refer to [Receiving Search Results via Email](#) for more information.