

JQL & its Heirarchy



LEGACY DOCUMENTATION

JQL can be defined at several levels throughout the Escalator add-on. This allows for having a standard escalation JQL set up at the global level while providing the flexibility of establishing unique escalation JQL at a group or even an individual project level.

Escalation JQL can be defined on the following Escalator screens:

- Escalator Project Admin
- Escalation Schema Admin
- Notification Schema Admin

The hierarchy for honoring escalation JQL is as follows:

1. Escalator Project Admin
2. Notification Schema Admin
3. Escalator Schema Admin



ex. If escalation JQL is defined both on the **Escalator Project Admin** screen and on the **Notification Schema Admin** screen the JQL on the **Escalator Project Admin** screen will be honored.