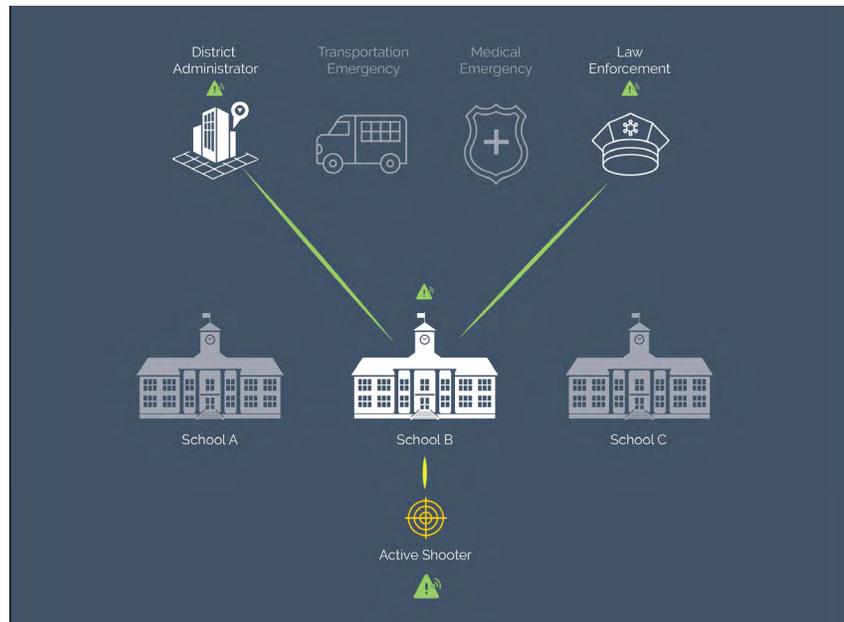# CrisisGo Alert Escalation

CrisisGo Alert Escalation

Emergency alarms, like fire alarms, notify every occupant of a building of a threat. Imagine if when an alarm went off in a single school building, the school district's safety admins and first responders could be immediately notified as well. CrisisGo's Alert Escalation achieves just that for every type of emergency.

When an Alert is sent in the CrisisGo app, you can now instantly and automatically escalate that Alert to ensure that all necessary parties are pulled together to coordinate the best safety response.

The Benefits of Automated Alert Escalation

- Once an Alert has been escalated, safety responders can engage in the emergency communication with the stakeholders at risk.

- You can pre-configure escalation to multiple safety responders at the same time to ensure everyone needed is included in the communication.

- The automated process means you don't have to worry about people forgetting to escalate the situation in the heat of the moment.

- Direct escalation removes the need for a middleman to send additional Alerts to notify safety admin of the situation.

- The targeted nature of escalated Alerts means you can make sure that specific emergencies are escalated to the appropriate parties (i.e. violent incidents are escalated to the police, medical emergencies are escalated to the school nurse, or public relations issues are escalated to the district communications officer).

Use Case Example

Your local police department wants to be included in significant emergency alerts, but they don't need to be involved in the daily safety communication of your school district.

By establishing escalated Alerts, your district can choose what specific Alert types will be escalated to the police department. When any of the selected Alert types are sent by the district in the CrisisGo app, the police will be instantly notified through the automated escalation. Once the escalation has occurred, the police department will not only be able to observe the safety communication from stakeholders where the Alert originated, but they will also be able to actively participate in that communication.